POLL WORKER TRAINING

AUGUST PRIMARY ELECTION

JULY 8 - AUGUST 4, 2020

Maricopa County Elections Department
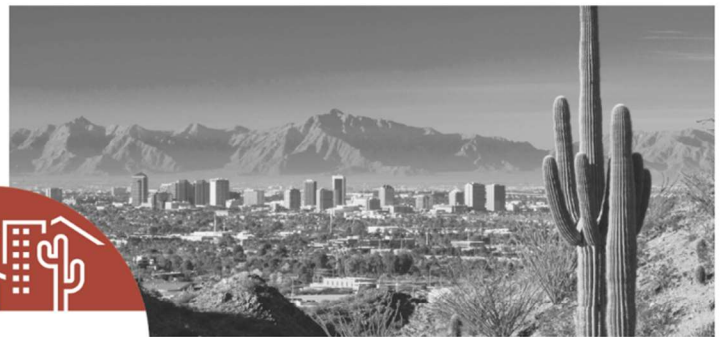
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MARICOPA COUNTY ELECTIONS DEPT.

I VOTED
Maricopa County Recorder & Elections Department

VOTE

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Section One

General Information

Mission

The mission of the Maricopa County Elections Department is to provide Maricopa County voters with accessible, reliable, secure, transparent, and efficient election services to build public confidence and trust in the election process.

Vision

Our vision is to promote a culture of service, continuous improvement, accountability, collaboration, and integrity in every action, strategy, objective, and election process.

Introduction

As a Poll Worker, you play a critical role in offering accessible, secure, reliable, transparent, efficient voting opportunities in your communities and throughout Maricopa County. We **thank you** for your dedication and participation in the electoral process and the service you provide to Maricopa County voters.

Working a voting location requires long hours, patience, training, practice, and dedication to providing best in class customer service. We value your contributions. The Election Department is committed to supporting and providing our Poll Workers with the resources, training, and information you need to have a successful and positive experience serving democracy.

We welcome you to the Maricopa County Elections Department and are confident you will have a rewarding experience serving the voters of Maricopa County.

Rey Valenzuela and Scott Jarrett

Co-Directors for the Maricopa County Elections Department

Poll Worker Contacts

Poll Worker Hotline

(602) 506-2010

The Hotline is for Poll Worker use only and should <u>not</u> be provided to the public. Call the Hotline number only after two (2) failed attempts to contact your Troubleshooter or for situations specifically mentioned in this manual.

Recruitment- Poll Worker Recruiters

April Snow   (602) 506-1519   asnow@risc.maricopa.gov

Fred Lucero   (602) 506-3407   flucero@risc.maricopa.gov

Recruitment e-mail   recruitment@risc.maricopa.gov

Recruitment contact information is for Poll Worker use for questions relating to employment and payroll, such as your position and your assigned location.

Training

Quinn Curtis   Training Coordinator   (602) 506-8109

Lisa Spooner   Training Coordinator   (602) 372-5259

Training e-mail   training@risc.maricopa.gov

Training can address questions about this manual and other training materials, such as those on our website, including questions relating to equipment and procedures.

The training e-mail is a valuable resource to have your questions answered.

Poll Worker Contacts, continued

Near the time you begin working, Inspectors will receive contact information for your Troubleshooter.

Your Troubleshooter is your main support throughout the election. Your Troubleshooter communicates frequently with the Maricopa County Elections Department and can report and resolve issues that you have, so communicate with them often.

<u>Troubleshooter</u>

Name: Phone:

_____   _____

Voter Contacts

Voter / Public Information

(602) 506-1511

This number is for the Star Center at the Maricopa County Elections Department and is for public use.

Maricopa County Elections Department Locations

Phoenix Office (MCTEC)
510 S. 3rd Ave.
Phoenix, AZ 85003

Mesa Office
222 E Javelina Dr.
Mesa, AZ 85210

At Elections Department locations, voters can drop off mail-in ballots and get information, Poll Workers can attend training, and candidates are able to perform activities needed to run for office. Ballots are tabulated at the MCTEC office.

Internet Resources

BeBallotReady.Vote | TengaBoletaLista.Voto
BeBallotReady.Vote provides Maricopa County residents with a personalized voter dashboard that includes everything you need to know to make your vote count. Make changes to personal voter information, learn about upcoming elections, find voting locations, sign up for text alerts, and much more. It's a one-stop shop for voters unlike anything the County has provided before.

Maricopa.Vote
On the main website, Maricopa County voters can access a wealth of information and services. Voters can sign up for email and text alerts concerning elections, see frequently asked questions, and more.

Recorder.Maricopa.Gov
The Recorder's Office offers a variety of services. One of the most important of these is voter registration. New voters can find how to register to vote in Maricopa County from this website.

Training Resources

Whether you are new to elections or have worked them for years, it is important to review training resources. No two elections are the same, and keeping up with changes and new information is vital to your success.

Manual

Become comfortable with using this manual. There is a detailed table of contents and an index. The manual is your best tool before and on Election Day. Take it with you to your voting location. Manuals are frequently updated between elections as what is true for one election may not always be the true for another. Visit **Training.Maricopa.Vote** to access the most current version of the manual online.

Online Training and Internet Resources

You will be required to successfully complete online training. You will receive an e-mail with instructions for accessing the training. The e-mail will be from:

TheHUB@maricopa.gov

If you do not receive the link, check your Spam or Junk folder, or email Training for assistance:

training@risc.maricopa.gov

Our training website is located at **Training.Maricopa.Vote**, where you can find many resources to refresh your understanding of equipment and procedures.

Current Election Information

Primary Election
August 4, 2020

Primary elections occur every two years, always in an even year. These elections will include U.S. Federal, State, Legislative, County, and local offices that are up for re-election. Ballot measures may also be included in primary elections. A primary election serves to narrow down each recognized political party's candidates. The candidates that win the nomination in the Primary Election advance to the General Election.

Arizona is an open primary, which allows voters registered as "independent" to participate by choosing which partisan ballot they would like to receive. As such, any independent voter who visits a voting location will need to select their ballot type as part of the check-in process on the SiteBook. Choosing a party's ballot does not change the voter's registration. Voters registered in a recognized political party are only eligible to vote their party's ballot.

Timeline

- The voter registration deadline is Monday, July 6.
- Some voting locations will open as early as Wednesday, July 8.
- The last day to vote early in person is Friday, July 31 by 5:00pm.
- Emergency voting begins at 5:00pm on Friday, July 31 and continues through 5:00pm on Monday, August 3. Emergency voting is available for voters who are experiencing an emergency that will keep them from voting on Election Day.
- Election Day is Tuesday, August 4. Voting locations are open from 6:00am to 7:00pm.

Starting Wednesday, July 8 through Election Day, voters can skip the lines by dropping off their mailed ballots at any open location listed at **Locations.Maricopa.Vote**. All ballots must be received by the Elections Department by 7:00pm August 4th.

Write-In Candidates

Voters are able to cast votes for write-in candidates. However, the only write-in votes that will count are votes for candidates who filed at least 40 days prior to the election. Voters can view registered write-in candidates on the Maricopa County Recorder Office's website at CandidateList.Maricopa.Vote. This information will also be posted at the voting location.

COVID-19 and the Current Election

Given the impact of COVID-19, it is critical that Maricopa County provide Poll Workers and voters with a safe and secure Primary Election.

Maricopa County is moving to a "vote anywhere" election model, complimented by 27 days of in-person voting, including evenings and weekends leading up to Election Day. Most Vote Centers will be open 10-14 days before Election Day, including weekends, to allow voters increased opportunities to vote before Election Day, hopefully reducing the number of visitors on Election Day and allowing more opportunity for physical distancing. The convenience voters will experience is in line with our mission to provide accessible election services.

All locations will implement heightened safety and cleaning measures designed in collaboration with the Maricopa County Health Department. Safety and cleaning measures include:

- **Physical distancing**: Voting locations will be large enough to allow for adequate physical distancing. Plans are to separate check-in stations, voting booths, precinct tabulators, and areas for standing in line by at least 6 feet. Signage and markers will be used to implement physical distancing for voters when standing in line outside.
- **Protective safety supplies**: All voters will be offered gloves during the check-in and voting process and Poll Workers will be provided with face masks, face shields and gloves to wear while working at voting locations.
- **Frequent cleaning and disinfecting**: Poll Workers will be asked to clean and disinfect high touch surfaces every 30 minutes. If a voter chooses not to wear gloves during check-in and while voting, those surfaces will be cleaned immediately after they are used by the voter.
- **Practicing good hygiene**: Poll Workers will be asked to monitor themselves for symptoms (e.g., cough, fever, chills, muscle pain, difficulty breathing, sore throat, loss of smell/taste) and to wash their hands frequently. In addition to hand sanitizer, we will also have facilities available for Poll Workers to wash their hands.

Staffing plans include hiring ten (10) Poll Workers for most Vote Centers to assist voters and maintain safety protocols.

Laws Affecting Elections

The Voting Rights Act

The Voting Rights Act prohibits discrimination in voter eligibility, registration and voting location procedures. Under the Voting Rights Act, Poll Workers must protect a voter's right to a ballot in the language of their choice. In Maricopa County, that means providing English and Spanish assistance. Poll Workers must also avoid voicing personal opinions on language assistance.

Help America Vote Act

The Help America Vote Act (HAVA) requires that all individuals who visit a voting location be allowed to vote. Even if a voter appears to be ineligible, the voter MUST be allowed to vote a provisional ballot. HAVA also requires that voting systems provide voters the opportunity to spoil their ballot and receive another one if the voter has overvoted. Additionally, HAVA requires that there be at least one accessible voting device at every voting location that allows voters with a disability to vote independently.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) prohibits discrimination against individuals who have physical or mental disabilities and establishes requirements for access to the voting location and voting. These include parking availability, accessible ramps, and accessible voting booths. All voting locations in Maricopa County are evaluated using the Department of Justice's ADA checklist before being approved.

Proposition 200 (A.R.S. §16-579)

In 2004, Arizona voters approved ballot Proposition 200, which requires that before a person is allowed to register to vote for the first time in a county in Arizona, they must prove they are a United States Citizen.

It also requires that before a ballot cast at the polling place is counted, voters must show proof of their identity. In 2019, this law was changed to include in-person early voting.

Laws Affecting Elections, continued

Arizona v. Inter Tribal Council of Arizona

Arizona v. Inter Tribal Council of Arizona is a 2013 United States Supreme Court case which resulted from the passage of Proposition 200. This case decided that while Arizona could require the proof of citizenship for voters registering with state voter registration forms, it must also still accept federal voter registration forms. The result of this case has been the creation of a voter registration system with two branches, state and federal.

The first branch is for voters who have provided proof of citizenship regardless of whether they used the state or federal form. These voters are called full-ballot voters and are eligible to vote on all contests and issues on the ballot.

The second branch is for voters who have not presented proof of citizenship, but who are otherwise eligible. These voters are called federal-only voters and are only eligible to vote in federal contests. If an election involves federal contests, these voters will be issued a separate, federal-only ballot.

When a voter checks in at the SiteBook, an affidavit envelope or control slip will communicate which ballot that person requires.

Voter Registration

Deadline

The voter registration deadline is 29 days before an election. The deadline for the Primary Election is Monday, July 6, 2020. Voters must be registered to vote by this date to be eligible to vote.

Requirements

Individuals registering to vote for the first time in Maricopa County and wishing to vote on state candidates and ballot issues must first provide documentation that they are U.S. citizens.

For a person who is not registered, the most convenient method to prove citizenship is for the registrant to provide their full Arizona driver license number or non-operating ID number on their paper registration form <u>OR</u> by going to **www.servicearizona.com** and clicking on voter registration. Otherwise, voters can provide copies of their birth certificate, U.S. passport, or Naturalization Certificate.

These are provided to the Maricopa County Recorder's Office, who will determine if the documentation provided meets the citizenship requirements. Poll Workers do not have the responsibility of determining citizenship when helping a new voter register.

Address and Name Changes

At the voting location, voters will be asked to confirm or update their recorded address and name as part of the check-in process. There, a voter can change the name or address on record with proper identification. When a voter's new name or new address is entered in the SiteBook, the information is automatically updated in the voter registration system. There is no need to complete a separate form.

Updating the voter's address is important to ensure they receive the correct ballot with the contests and ballot measures in their precinct. If a voter is at a vote center, their precinct-specific ballot can be printed.

If a voter needs to change their mailing address, this cannot be done in the SiteBook. The voter can provide this update on a voter registration form.

For information on how to update voter names and addresses, see Updating Voter Registration section starting on page 90.

Federal-Only Voters

Arizona state law states that a voter must provide documentary proof of citizenship in order to vote a full-ballot, which includes state and local issues as well as federal. However, Arizona also accepts federal voter registration forms which require proof of identification, but do not require documentary proof of citizenship. If a voter does not provide documentary proof of citizenship, that voter is only eligible to vote on federal (Congressional and Presidential) contests.

During elections including federal contests, a federal-only ballot will be available that includes only those contests. When a federal-only voter checks in using the SiteBook, you will be alerted to provide that voter with a federal-only ballot. The federal-only voter may also vote using a "full" provisional ballot. However, when the Maricopa County Elections Department processes this voter's provisional ballot, only the voter's choices on **federal questions** will be counted as long as all other requirements are met.

A federal-only voter will become eligible to vote a full-ballot in all federal, state, county and local elections if he or she provides valid proof of citizenship to the County Recorder's office at least five days prior to an election.

If the voter provides adequate documentation of citizenship by July 30, 2020 and is otherwise eligible to vote in the Primary Election, their ballot will count. If you have a federal-only voter at your voting location who wants to become a full-ballot voter, provide them with the **Proof of Citizenship Instruction Sheet**.

Permanent Early Voter List (PEVL)

The Permanent Early Voter List, also called PEVL, is a valuable tool for Maricopa County voters to cast their ballots conveniently. Voters on the Permanent Early Voter List receive a ballot in the mail approximately 27 days prior to any election in which they are eligible to vote.

Add or Remove from List

If a voter indicates that they would like to be added or removed from the Permanent Early Voter List (PEVL), please have the voter fill out the purple Add/Remove from PEVL form in your supplies and place it in the Completed Forms Envelope.

If you run out of forms, complete a goldenrod Event Report (see page 27) with the following information:

- "Please ADD/ REMOVE me to/ from the Permanent Early Voting List"
- Voter prints full name (First, Middle, Last)
- Voter prints current residence address
- Voter prints date of birth (Month, Day, Year)
- Voter provides required signature
- Voter writes the date signed

ADD OR REMOVAL FROM THE PERMANENT EARLY VOTING LIST
AGREGAR O RETIRAR DE LA LISTA PERMANENTE DE VOTACIÓN TEMPRANA

Please ☐ ADD   ☐ REMOVE   my name from the Permanent Early Voting List.
Por favor ☐ AGREGUE   ☐ RETIRE   mi nombre de la Lista Permanente de Votación Temprana.

_____   _____
PRINTED NAME / IMPRIMA SU NOMBRE   RESIDENCE ADDRESS / DIRECCIÓN DE DOMICILIO

_____   _____
DATE OF BIRTH / FECHA DE NACIEMIENTO   MAILING ADDRESS / DIRECCIÓN DE CORREO

_____   _____
SIGNATURE/FIRMA   DATE / FECHA

POLL WORKER—PLEASE PUT THIS FORM IN THE COMPLETED FORMS ENVELOPE

1/2020 ADD REMOVE FROM PEVL

Voters may sign up for PEVL online at BeBallotReady.Vote or at Recorder.Maricopa.Gov.

Section Two

Poll Worker Information

Preparing For the Election

Hours

Make arrangements to arrive at the voting location at your scheduled time, which you will receive from your Inspector. If you are unsure of your scheduled time, contact your recruiter.

On Election Day, make arrangements to arrive at the voting location by 5:30am. The voting location is open from 6:00am-7:00pm. Any voter in line at 7:00pm is eligible to vote, and then the polls must be closed using the closing procedures to ensure valid security. Please plan to stay and work until all tasks are completed.

Dress Code

As representatives of Maricopa County Elections, it is important to dress neatly. Clothing should be clean and appropriate for your position as the face of elections in our county. Clothing or accessories may not contain political messages or images. Jeans without holes and in good condition are satisfactory. Bring a warm layer (like a jacket) you can wear during cooler times of day. Comfortable shoes are a must!

Staying at the Voting Location

State law requires that you may not leave the voting location from your arrival to the time your work is finished for the day. Bring everything you will need for the day with you in the morning.

Food and Drink

You will be at the voting location for a long time and will not be able to leave the center for meals. The facility is not required to supply a refrigerator, coffeemaker, or other appliances. Pack snacks and foods that do not require refrigeration or reheating. Ordering food may be acceptable. Check with your Inspector first.

Appliances

Before bringing any electrical appliance such as a coffeemaker or crockpot, consult with your Inspector. Inspector, consult with your Troubleshooter or facility contact.

Voting Location Guidelines

Smoking or E-Cigarettes

Smoking and e-cigarettes are not permitted in the voting location. If you are on a school campus, state law mandates the entire campus, including parking lots, are No Smoking Zones.

Firearms in the Voting Location

Even if the voter is properly licensed to carry weapons, citizens are prohibited from bringing weapons into a voting location (including within the 75-foot limit) according to A.R.S. §13-3102(A)(11). This does not apply to peace officers or members of the military in the performance of official duties.

Cameras in the Voting Location

In accordance with state statute, no cameras- still, video, or otherwise- are allowed in the voting location while the polls are open. This includes reporters and other media, who must stay outside the 75-foot boundary.

Cell Phones

Cellular telephones are permitted in the voting location for limited use by voters and Poll Workers. Place your phone on silent or vibrate. When voters are present, your phone should be out of sight unless you are speaking to the Elections Department.

Voting Booths

Voters have a right to a private space to complete their ballot. Verify booths are set up in a way that makes this possible. Periodically check each voting booth to ensure no political material or trash has been left behind. This includes any pens or pencils that are not election specific ballot marking pens.
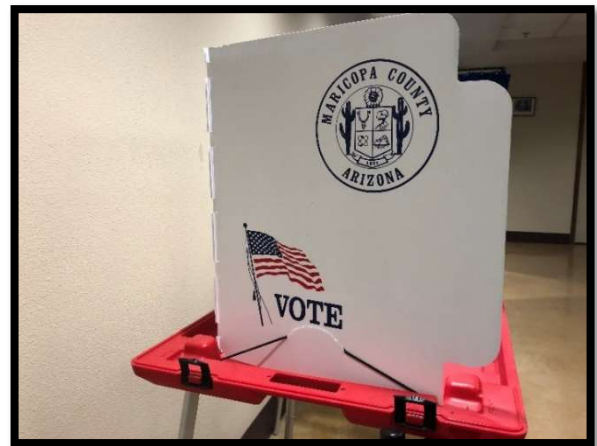
Voting Location Team

Inspector: The Inspector is the location team leader and is responsible for ensuring all policies and procedures are followed and every voter is able to cast their ballot in private. This position delegates tasks to other Poll Workers, assists in clocking Poll Workers in and out, administers the Oath of Office, and provides assistance to voters. Assistance includes, but is not limited to, checking ID and assisting voters in using the Accessible Voting Device.

Judge: The Judge is the back up for the Inspector. Therefore, they aid in the same responsibilities as the Inspector, such as verifying voter ID's and assisting voters. Judges also monitor the Envelope Drop Box.

Voter Registration Clerk: The primary role of the Voter Registration Clerk is to update voter name and address changes in real time using the SiteBook. In addition, they will assist the Judge and Inspector in checking identification as needed.

Marshal: The Marshal is tasked with keeping order in the voting location. This includes, but is not limited to, maintaining proper signage, assisting with curbside voting, and announcing the opening and closing of the polls. On Election Day, the Marshal will monitor the Precinct-Based Tabulator.

Clerks: Clerks ensure that the affidavit printer is properly stocked with paper and Affidavit Envelopes, and that the Ballot on Demand (BOD) Printer is loaded properly with ballot paper. Clerks select the correct ballot based on the printed Control Slip or Affidavit Envelope and hand it to the correct voter. For provisional voting, they ensure the Provisional Receipt, envelope, and ballot have the correct BOD codes. For any voters receiving an Affidavit Envelope, the Clerks fold the ballot in the shape of a "W" and ensure the voter signs and dates the Affidavit Envelope. Multiple Clerks will be at the voting location and will rotate in performing other functions such as sanitizing frequently touched surfaces, monitoring and reporting voter wait time, walking the line throughout the day to direct voters with early ballots out of line to the Envelope Drop Box, and directing voters who have difficulty standing to the front of the line.

Support Team

Troubleshooter: The Troubleshooter is the Inspector's first point of contact for questions or issues. Your Troubleshooter is responsible for assisting with any problems and verifying that procedures are being followed. They assist in resolving voter and equipment issues, clearing paper jams, and serve as the liaison between the Elections Department and the voting location. Please attempt to contact your Troubleshooter twice before contacting the Hotline.

T-TECH: T-Techs provide in-field mobile technical support for the voting equipment. They will be deployed if Hotline and or Troubleshooter assistance is insufficient.

Hotline: The Hotline staff provides additional support when your Troubleshooter cannot be reached.

Ballot Courier: During the early voting period, the Ballot Courier will be visiting the voting location on a regular basis to collect ballots that accumulate in the Envelope Drop Box. The Inspector and the Ballot Courier will sign a chain of custody form for this ballot transfer. A team of Ballot Couriers will also resupply voting locations with cleaning supplies and fulfill restocking requests as needed.

You may see your Troubleshooter and possibly a T-Tech multiple times throughout the day. Check the identification of ALL support staff every time they enter your voting location. All support staff will have a badge.

Do not let ANY unauthorized person touch the voting equipment.

When to Call the Hotline

There are many reasons a Poll Worker may need to call the Hotline at (602) 506-2010.

Absent Poll Worker – If a Poll Worker has not arrived within 15 minutes of scheduled time, the Inspector must call the Hotline.

Inspector is not able to open or close a voting facility – If for some reason the Inspector cannot gain access to the facility or the facility cannot be closed, the Inspector must call the Hotline.

Lost facility keys – If the facility has provided the Inspector with a key or Facility Access Badges and either item has become lost or stolen, please report immediately to the Hotline.

The Troubleshooter cannot be reached by cell phone – The Inspector will call the Hotline if the Troubleshooter cannot be reached by cell phone after a reasonable amount of attempts have been made (*two phone call attempts approximately 1 minute apart when URGENT assistance is needed*).

Power outage at the facility – If the facility loses power, please report to the Hotline immediately.

An accident or injury has occurred with a worker or voter – For serious injuries, *Contact 911 before attempting to contact the Hotline.*

Long Lines – If the voter wait time in line exceeds 30 minutes, contact the Hotline.

Poll Workers may also call the Hotline concerning any emergency situation, especially those that may impact voter access, which cannot be immediately corrected by Poll Workers or the Troubleshooter.

Observers

Political party observers may be present throughout Election Day. Observers perform a valuable function by ensuring Maricopa County provides the greatest service to voters as possible. Observers will be carrying a letter. Democrat letters will be on blue colored paper, Republican on salmon colored paper, and Libertarian on yellow colored paper. Official political party observers that have letters with the original County Party Chairman's signature may enter the polling place to observe voting activities. If an observer arrives at the voting location, call the Hotline to log the occurrence.
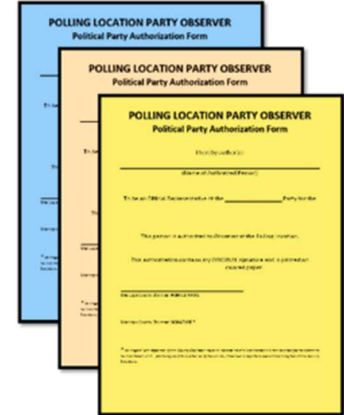
By statute, observers **are** permitted to:
- Direct questions to the Inspector or Troubleshooter
- Hand write notes
- Hear all instructions from the Inspector, Troubleshooters, and officials
- Observe assistance given to voters
- Watch for anyone influencing voters, tampering with equipment, or inequitably applying laws and procedures

By statute, observers **are not** permitted to:
- Speak to voters or Poll Workers other than the Inspector within the 75-foot limit
- Record or photograph activities within the voting location
- Wear clothing or accessories relating to a political party or candidate
- Enter a voting booth except to mark their own ballot
- Interfere with or disrupt the voting process

If an observer is engaging in behavior that interferes with or disrupts the voting process or violates one of the rules above, the Inspector should ask them to cease that behavior. Contact your Troubleshooter if any issues arise with an observer.

Occasionally, observers come from the U.S. Department of Justice and/or other official government agencies that are allowed to observe voting activities. These individuals will have an official badge. Allow these observers to speak with any Poll Worker or voter.

If you have ANY questions about whether someone can legally remain within the 75-foot limit, call your Troubleshooter immediately.

Customer Service

You are the face of the election to voters, and it is critical that you treat all voters with courtesy and respect. Due to your important role, conduct yourself in a professional manner that ensures fair and impartial elections for all. The way that you conduct yourself as a Poll Worker directly affects voters' experiences at the polls.

General Guidelines

- Give every voter a friendly greeting in a timely manner with a wave and eye contact.
- Remain calm and neutral in all circumstances.
- Listen carefully and be patient. It is helpful to listen completely to a voter and to take a moment to validate the voter's concern before addressing the issue.
- Keep noise to a minimum inside the voting location. Loud talking and other noises may make it difficult for voters to concentrate.

- **Do not** discuss candidates or issues regardless of whether or not they are on the ballot. Topics related to the ethnicity, culture, religion or gender of any person are also not appropriate.

- Poll Workers **can** discuss how to accommodate voters, and you are encouraged to ask the voter questions if you are unsure how to help.

Helping Every Voter

ALL voters deserve courteous and respectful attention in exercising their right to vote regardless of race, ethnicity, gender expression, and physical or language ability. Some voters have physical, mental and/or language barriers they may have to overcome with Poll Worker assistance.

Voters may bring any person of their choice to assist them in the voting process as long as that person is not his or her employer or union leader or a candidate listed on the ballot. The voter should identify the person who he or she wishes to assist them. Voters may, at their discretion, be assisted by <u>two Poll Workers of different political affiliations</u>.

When Assisting a Voter:

Ensure that all of these activities are carried out by a board of two Poll Workers of different political affiliations.

- Speak loudly enough to be heard, but not so loudly that the voter's privacy is violated. You are not required to take the voter to another room or other area to complete the process.
- Distinctly state to the voter the names of all candidates for each office or the written description of the ballot measures and ask the voter how he or she wishes to vote in each instance.
- Mark the ballot indicating the voter's choices.
- Do not attempt to influence the voter's choices, including attempting to explain issues on the ballot and giving personal opinions or advice.

Disability Awareness

Guidelines

Many disabilities are not visible. Take people at their word. An accommodation request should <u>never</u> be followed by a challenge to a person's disability status.

- Don't assume any person needs assistance.
- Wait until your offer is accepted. Then listen for instructions.
- Don't be afraid to ask questions if you are unsure of how to assist.
- Be patient. Take as much time as is necessary. Every voter is important.
- Treat adults as adults. Address people with disabilities the same way you address anyone else.
- Afford voters with disabilities the same privacy as other voters.

Voters Who Use Wheelchairs/ Mobility Assistance

- Don't touch someone's wheelchair or mobility device without permission.
- Do not ask any person to carry things on their wheelchair.
- If a ramp has been provided at the voting location, check throughout the day to make sure it has not shifted away from the threshold.

- Ensure signage indicates the way to the entrance for voters with disabilities.
- If a voter is not able to come into the voting location, curbside voting is available. (See page 108.)

Voters with Hearing Disabilities

- Do not relate hearing loss or inability to vocalize to cognitive ability.
- Speak directly to the voter (not the companion).
- Speak clearly using short and simple sentences. Do not raise your voice.
- Rephrase rather than repeat your statements. Different words are heard and understood better than others.
- Have a pad of paper and pen handy for communicating.
- Keep your hands and other objects away from your mouth and do not chew gum. Many people with hearing impairments rely on lip reading to understand others.
- If you are wearing a mask and a voter has difficulty understanding you, please be sure to utilize pen and paper to communicate.

Disability Awareness, continued

Voters with Disabilities Which Impact Speech and Language

- Do not relate inability to vocalize to cognitive ability.
- Just because a person cannot express themselves verbally, do not assume they cannot understand you.
- Ask the voter to repeat what he or she said and repeat it back to be sure you understand correctly.
- Try to ask questions that require a short answer or nod of the head.
- Have a pad of paper and pen handy for communicating.
- Do not speak for the voter or attempt to finish the voter's sentences. Be patient and allow the voter to finish their statement.

Voters with Visual Disabilities

- Identify yourself to the voter and tell him or her where you are.
- Offer your arm rather than taking the voter's arm.
- Notify the voter if you leave them.
- If you are offering the voter a seat, gently place the voter's hand on the back of the chair so they are able to locate the seat.
- Be descriptive when giving directions. Often voters with a visual disability are oriented to the clock. Example: "the ballot box is at your 11 o'clock, 3 feet ahead of you."

Voters with Intellectual Disabilities

- Treat the person as an adult.
- Be patient, flexible, and supportive.
- Take time to understand the voter and make sure the voter understands you.
- Try to limit distractions and keep things simple. Take one task at a time.
- Offer assistance completing forms or understanding written instructions.
- Provide extra time for decision-making.
- Be sure signage is posted designating where to start and how to mark the ballot.

Service Animals

- Many people with disabilities use service animals.
- Service animals should always be admitted into the voting location.
- Petting or touching a working service animal is not appropriate.
- Many service animals wear a special vest or scarf but it is NOT required.
- If a voter states an animal is a service animal or other variety of companion animal, do not question them.
- If any animal presents a threat to health or safety within the polling location, offer curbside voting.

Language Assistance

Section 203 of the Voting Rights Act requires that voters who need language assistance receive it at the polls and at every stage of the electoral process. Maricopa County is legally obligated to provide language assistance and materials in Spanish.

Language assistance is provided in a number of ways:

- Ballots and signage are in both English and Spanish.
- SiteBook check-in is available in English and Spanish.
- Voter instructions are posted in the booth in both English and Spanish.
- Many Poll Workers are fluent in both English and Spanish to ensure a positive experience for every voter. If needed, you are able to call the Hotline for a bilingual staff member to speak directly with the voter.

NOTE: It is the responsibility of every Poll Worker to protect the voter's right to a ballot in the language of their choice. Maricopa County is required to provide voting materials in both English and Spanish. Failure or refusal to make all ballot styles available to voters will be grounds for dismissal and removal of your name from the list of prospective citizens to serve as a Poll Worker in future elections. Just as it is unacceptable to discuss candidates or issues on the ballot, Poll Workers must refrain from voicing any personal opinion on language assistance.
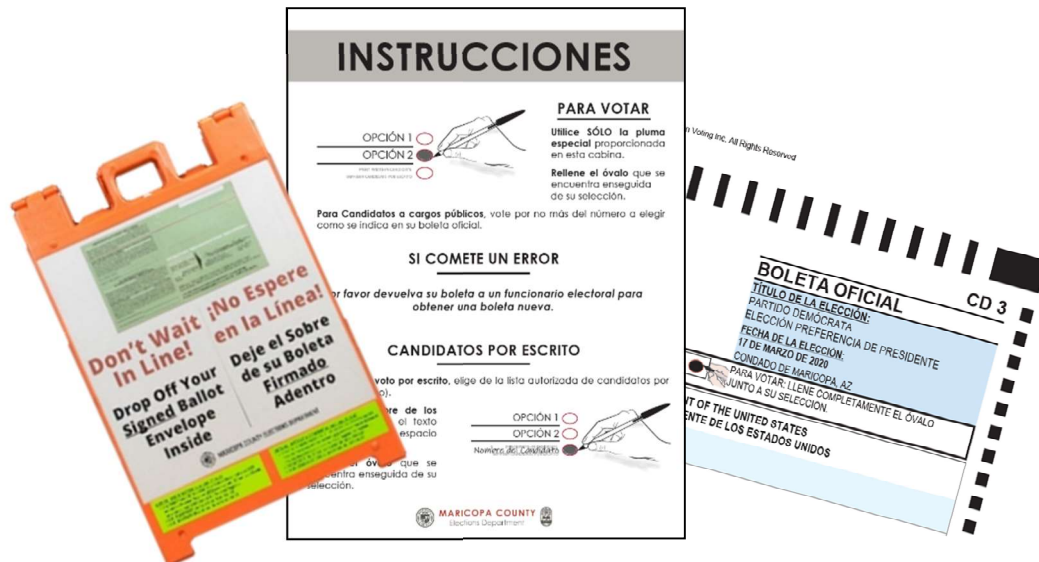
Safety at the Polls

Injuries

Reasonable safety precautions need to be taken in the voting location. Please ensure the following steps are taken at your site:

- Keep walkways free of debris, chairs, and extension cords.

- Call 911 for any situation requiring emergency treatment. Afterwards, notify the Hotline.

Protective Gear

- Poll Workers will be provided with masks, face shields, and gloves as a condition of employment.
- Voters will be offered gloves and hand sanitizer to use as they choose.

Cleaning Procedures

When voters have been present, clean your voting location **once every 30 minutes.** If a voter has declined the use of gloves, clean surfaces after the voter has finished touching them and prior to another voter's use.

- **Clean frequently touched surfaces.** Put on gloves and use sanitizing wipes to wipe down frequently touched surfaces such as tables, voting booths, pens, ballot marking sharpies, counters in bathroom facilities, and door knobs/handles. Throw wipes and gloves away in the facility trash cans after each use.

- **Clean SiteBooks and voting equipment**
  - Clean multiple SiteBook screens with a sanitizing wipe, let sit for one minute, then dry the screens with a paper towel.
  - With another sanitizing wipe, clean the Accessible Voting Device touch screen and ATI controller, let sit for one minute, then dry the screen with a paper towel.
  - Throw wipes and gloves away in facility trash cans after each use.

- **Check cleaning supplies every 3 hours**
  - Check to ensure hand sanitizer, wipes, paper towels, gloves and tissues are well stocked. Notify the Inspector if your location is running low. The Inspector will complete a Physical Inventory each night to send for supplies to be delivered the next day and can contact the Troubleshooter if needed immediately
  - Ensure trash is not overflowing.

Tips for Staying Healthy

- Observe physical distancing guidelines and allow voters to do so as well.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze either with a tissue or your elbow. Throw any used tissues in the trash immediately.
- Provide friendly greetings, but avoid shaking hands with voters.
- Wash your hands frequently for at least twenty seconds or use an alcohol-based hand sanitizer.

If you feel sick, please alert your recruiter immediately and do not report to the voting location.

Handwashing

Turn off tap and apply soap.

Scrub hands for at least 20 seconds. Need a timer? Hum "Happy Birthday to You" 2 times.

Dry your hands using a clean towel or air dry them.

Wet your hands with clean, running water

Lather back of hands, between fingers, and under your nails by rubbing together with soap.

Rinse hands well under clean, running water.

Use hand sanitizer When you can't use soap and water.

Polling Place Event/Information Report
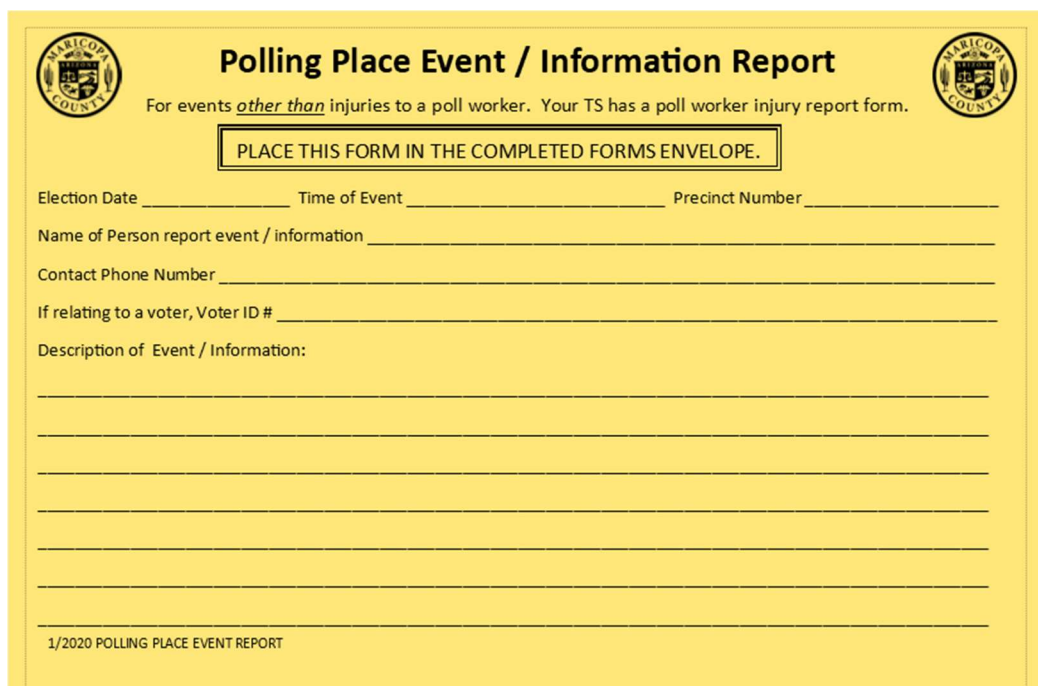
The Inspector will call the Poll Worker Hotline to report any injury, incident, or unusual event that happens at your site. If a Poll Worker is injured at your site, ask your Troubleshooter for the correct injury form and information from their manual.

For Life Threatening Emergencies, First Call 911, then Call the Hotline.

Poll Worker Hotline …… 602-506-2010

Goldenrod Event/Information Report

Poll Workers will have the Goldenrod Event/Information Report in their supplies at each voting location. Use the form to document any incident, injury, or event that happens at the voting location. This form is also used for auditing purposes post-Election Day.

Polling Place Event / Information Report

For events *other than* injuries to a poll worker. Your TS has a poll worker injury report form.

PLACE THIS FORM IN THE COMPLETED FORMS ENVELOPE.

Election Date _____ Time of Event _____ Precinct Number _____

Name of Person report event / information _____

Contact Phone Number _____

If relating to a voter, Voter ID # _____

Description of Event / Information:

_____
_____
_____
_____
_____
_____
_____

1/2020 POLLING PLACE EVENT REPORT

Section Three

The Equipment

Electronic Equipment

SiteBooks

Each voting location will be equipped with multiple SiteBooks. Voters will use these touch screen terminals to check in. Once checked in, the SiteBook will determine the correct ballot for each voter and will communicate this to the printer system where the voting materials will be printed. The SiteBook will also be your tool for clocking in and out, issuing provisional ballots, and reissuing ballots to voters who have made errors on their ballots and have had them officially spoiled. The SiteBook is also used to report wait times.

MoFi Router

Each voting location will have at least one MoFi router which allows the SiteBooks to communicate with the Elections Department and the Ballot on Demand Printer systems. The MoFi provides a secure connection to the Elections Department VPN, not an internet connection. No election equipment from Maricopa County is connected to the internet for security reasons.

Switch

Each voting location may have at least one switch to connect the Ballot on Demand Printer systems and SiteBooks to the MoFi router. Network cables are connected to the switch.
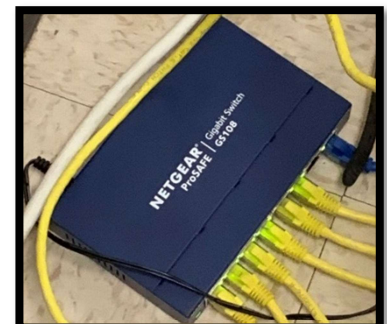
Printers

Up to three Ballot on Demand (BOD) Printers may be at your voting location. These printers communicate with the SiteBook check-in terminals to print the voter's specific ballot. There are three varieties of BOD printers: Oki, Lexmark, and Mini. They all perform the same functions.

The BOD Printer system includes an affidavit printer that will print the voter's affidavit envelope as well as provisional receipts. The Mini BOD is the exception, as it will print ballots, envelopes, and other documents without a separate affidavit printer. **Voting locations that will only be open on Election Day may have BODs or may have preprinted ballots and one affidavit printer to print other voter materials.**

The BOD Printer system also contains a laptop either on the top right (Oki), on a sliding tray that pulls out (Lexmark), or next to it (Mini). A password to this computer will be available when you begin working. Two applications will be open on the monitor throughout the day, which communicate with the SiteBooks in order to print the ballots. These applications are self-sufficient and do not require your input to function.

When loading the BOD Printer with blank ballot paper, insert approximately half an inch of paper at a time. Let the tray completely empty before refilling the paper. Otherwise the printer may jam.

Oki Printer System

Lexmark Printer System
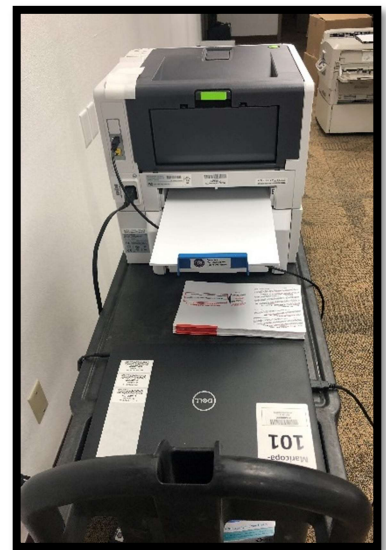
Mini Printer System

Accessible Voting Device (ICX)
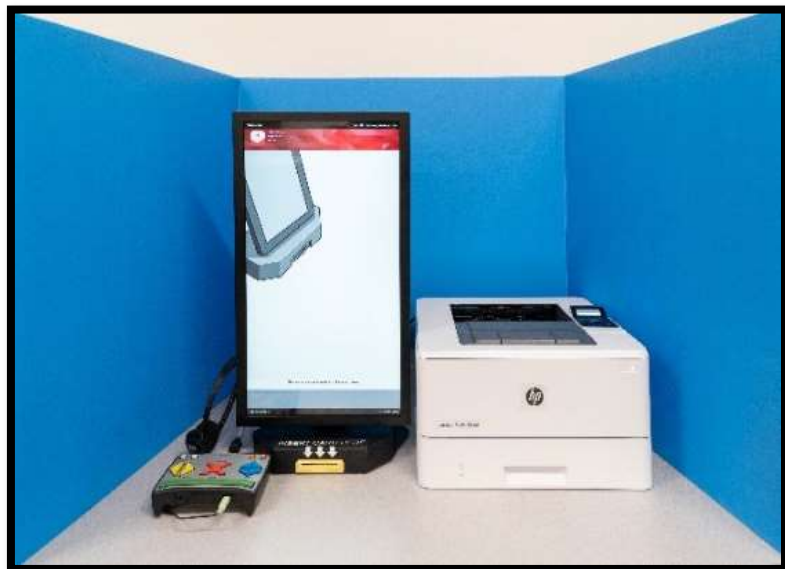
Each location will be equipped with one Accessible Voting Device including a touch screen, printer, ATI controller, headset and privacy screen. The Accessible Voting Device provides a wide variety of accommodations to voters.

The Accessible Voting Device is activated by the Poll Worker Card, which is the responsibility of the Inspector. The card is inserted chip first with the image of a key face up into the base of the touchscreen.

Precinct-Based Tabulator (ICP2)
(Election Day only)

Each voting location will be equipped with at least one Precinct-Based Tabulator. On Election Day, voters will insert standard ballots directly into this device for tabulation. Note: Provisional Ballots and Early Ballots cannot be read by the tabulator. Ensure set up the night before Election Day.

Other Equipment

Envelope Drop Box

The Envelope Drop Box is for ballots sealed in envelopes, including early/emergency ballots and provisional ballots. During the early and emergency voting periods, a Ballot Courier will pick up ballots periodically. At the end of Election Day, Poll Workers will transfer envelopes to blue transport boxes to be delivered to the receiving site.
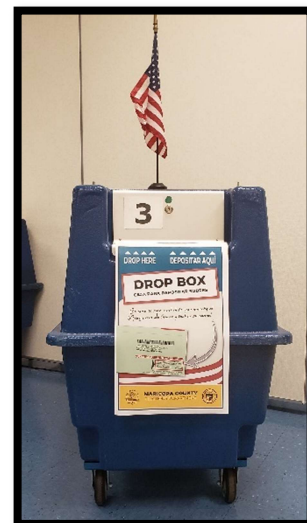
Voting Booths

The voting location will have multiple voting booths, including a red wheelchair accessible voting booth. The black leg extenders for the front legs of the wheelchair accessible voting booth are located with other supplies. (See Supply List in the Appendix on page 139.)

Yellow or Green Bags

These bags contain supplies for the SiteBooks and other equipment. See the Yellow/Green Bags Inventory List in the Appendix on page 140 for a complete list of contents.

Black Ballot Bag

This black bag is used to transport voted ballots from the Precinct-Based Tabulator to the receiving site after closing at the end of Election Day.

Envelopes and Bubble Pack

Clear Official

Place spoiled ballots, spoiled envelopes, and test prints in the Clear Official. This will be sealed with a red and white seal signed by the Inspector and Judge. Affix a voting location label or hand write the location on this envelope.

Completed Forms Envelope

Place completed forms, such as voter registration forms, goldenrod event forms, and PEVL add or remove forms in the Completed Forms Envelope. (See Supply List in the Appendix on page 139 for forms.)
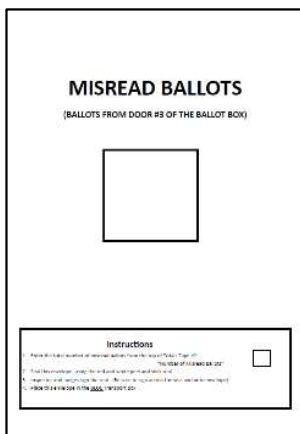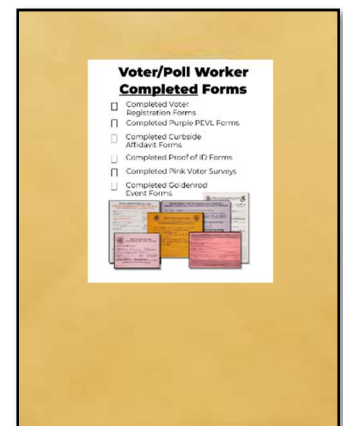
Misread Ballots Envelope

Place misread ballots from the Precinct-Based Tabulator Door 3 and loose ballots from the Envelope Drop Box in this envelope at the end of Election Day. These ballots still need to be tabulated when returned to the Elections Department. Affix a voting location label or hand write the location on this envelope.

Bubble Pack

This clear bubble pack will hold three items at the end of closing on Election Day: Inspector's wristlet with keys, Results Report / Totals Tape #1 from the tabulator, and the Poll Worker Results Memory Card from the tabulator.

Paper Supplies

Ballots

Ballot paper for printing voter specific ballots will be provided to voting locations with Ballot on Demand (BOD) Printer systems. Locations without BODs will be provided with preprinted ballots.

Each voting location will also be supplied with paper specifically for the Accessible Voting Device printer. This paper is heavier than standard computer paper and used to print completed ballots from the Accessible Voting Device. Please be sure to separate this paper and reserve it only for use in the Accessible Voting Device printer.

Other Paper Supplies

Be sure to familiarize yourself with all of the supplies on the Supply List in the Appendix on page 139 and all of the forms given to you prior to opening your voting location.
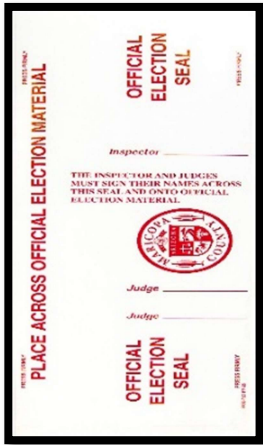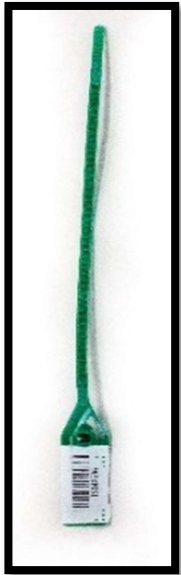
- Curbside Voter Affidavits
- Proof of Identification
- Voter Registration
- Purple Add/Remove from PEVL
- Pink Voter Surveys
- Poll Worker Interest
- Goldenrod Event/Information

Place completed forms inside the Completed Forms Envelope.
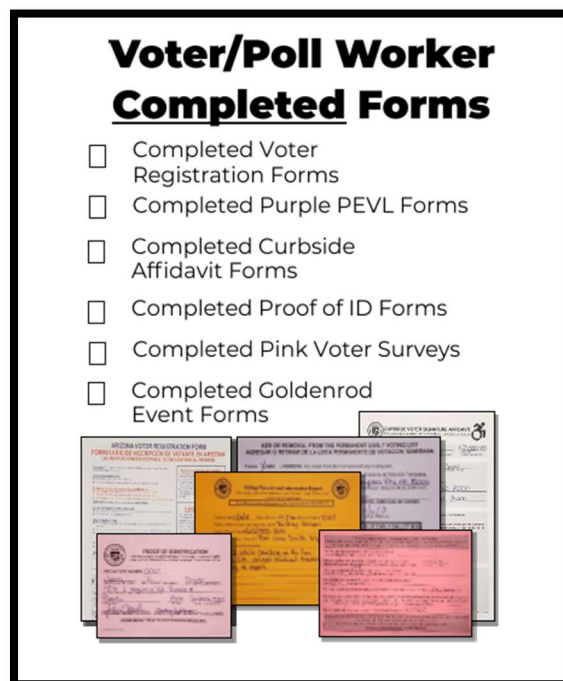
Seals

Seals add security to our election process and ensure that important documents and equipment, such as ballots or tabulators, have not been tampered with.

Tamper Evident Seal	Envelope Seal	Box Seal	Zip Tie Seal
When removed, this seal reads "void" across it. If one of these seals must be removed while polls are open, contact the Hotline for permission.	These seals are used to seal envelopes such as the Clear Official and Misread Ballots.	This seal is used to close the ballot box.	These seals are used to seal important documents, data, and containers which are transporting ballots.

Exterior Signage

Note: Exterior signage will be set up in the morning at the voting location.

Vote Here

Have Your ID Ready

Envelope Drop Off Instructions

75-Foot Limit Triangle

Curbside Voting

Accessible Voter Entry Arrow

Interior Signage

Place these signs in a prominent place in the voting location and read them to be familiar with their contents. The picture below shows signs posted during a previous election. In many cases, these can be posted on set up day.

- Voting Instructions (also post in each Voting Booth)
- Prohibited Acts
- Sample Ballot
- Identification at the Polls
- No Smoking/Cell Phone
- Instructions to Voters and Elections Officers/Right to Vote a Provisional Ballot

All locations will also have Write-in signs and may have Withdrawn Candidate signs.
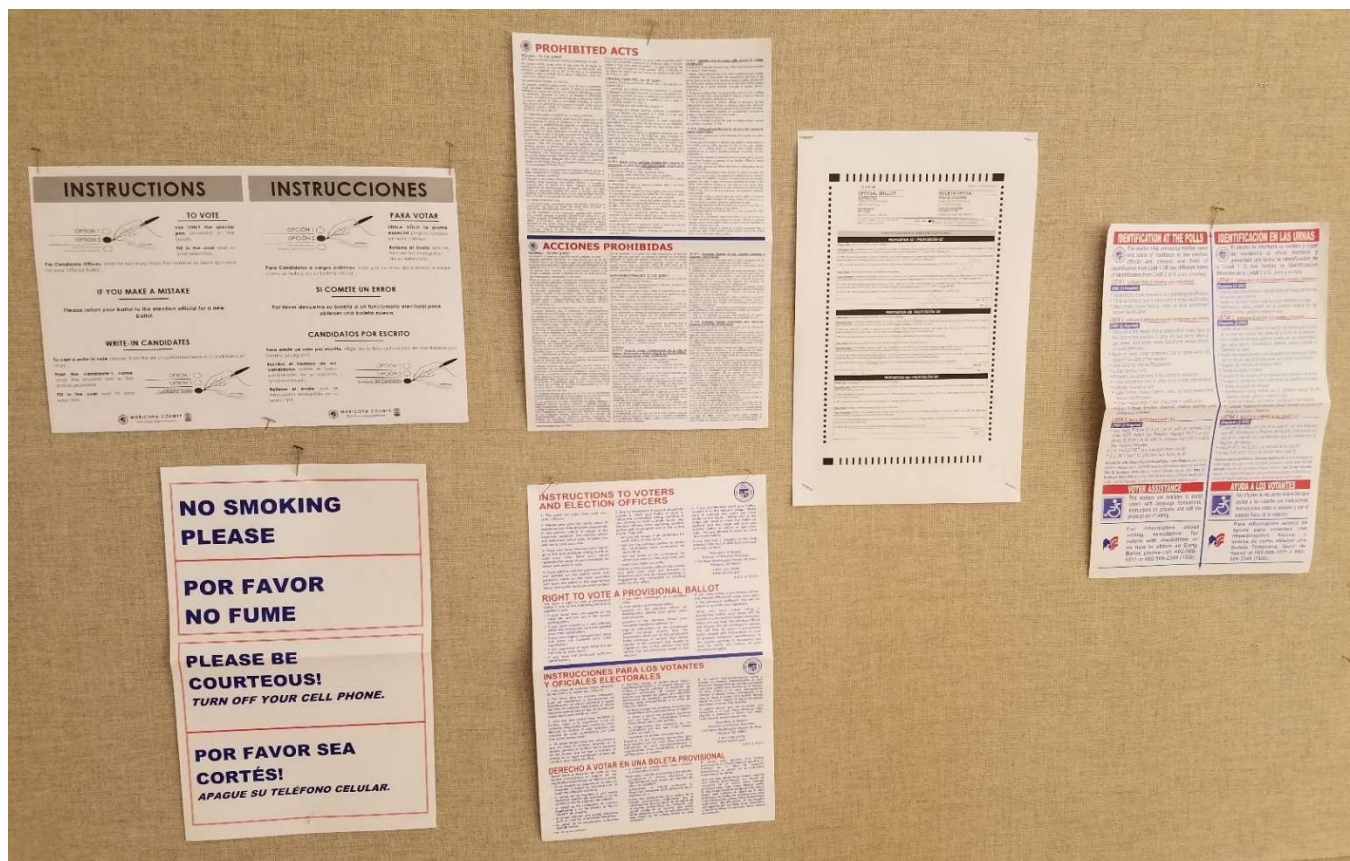
Interior Signage, continued

Voting Booth Ballot Instructions
Place in each voting booth
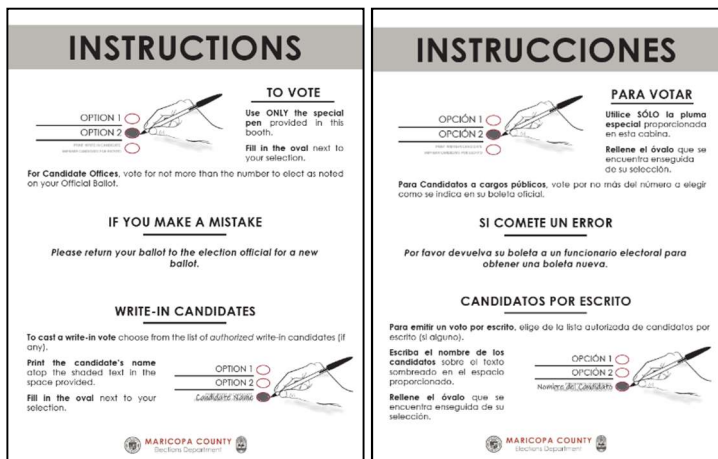
Wait Here For Next Available Terminal
Place six feet before first SiteBook

Red Vote Arrow Signs
Post in the morning to direct voters

Pick Up Your Ballot Here
Post on table at Ballot Pick Up Area
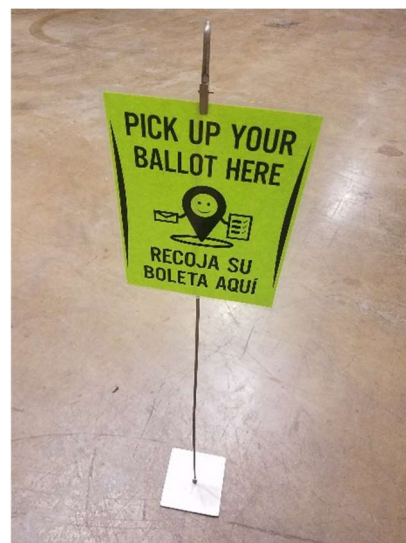
Section Four

Set Up the Voting Location
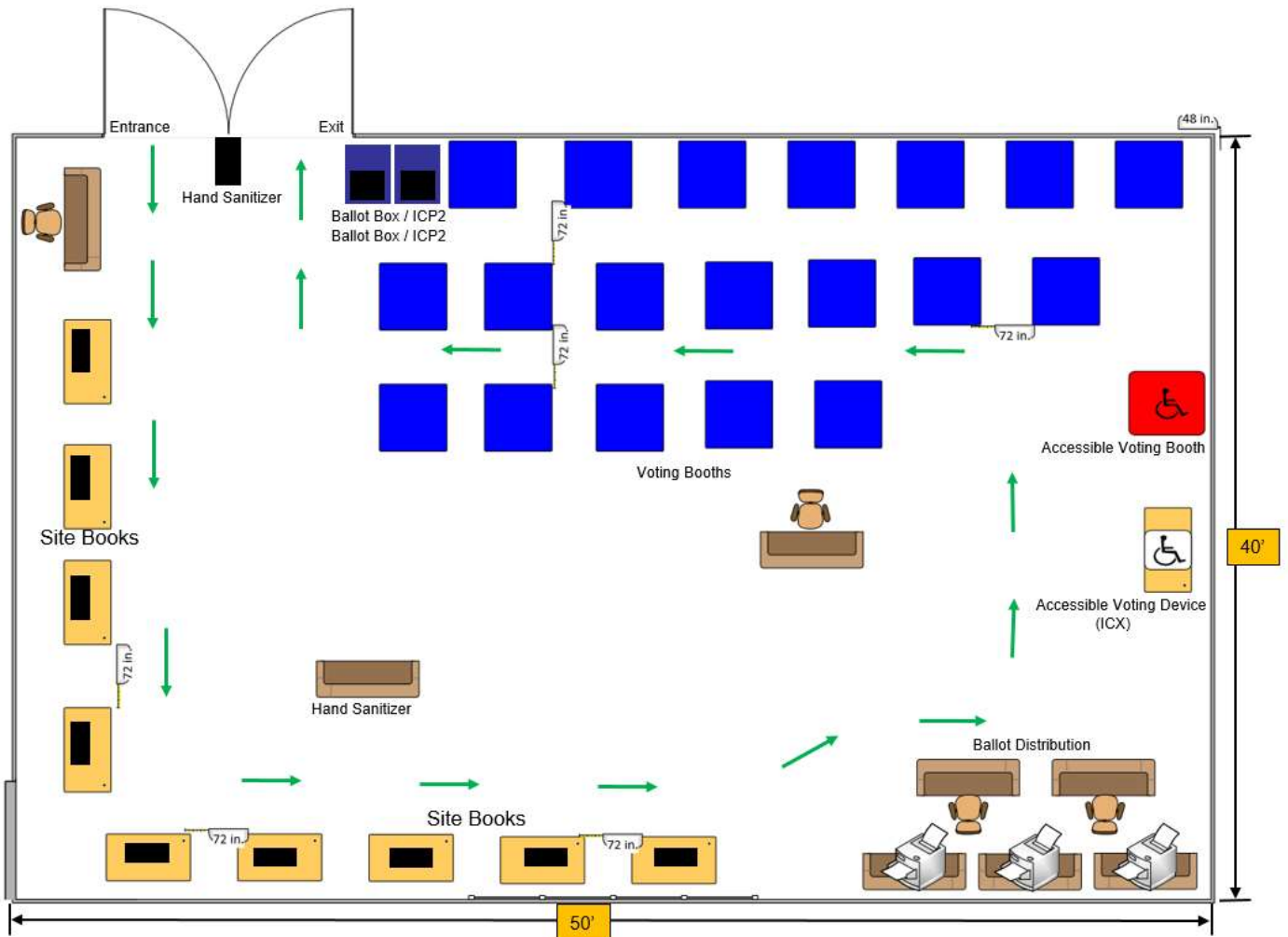
- Before your voting location opens, you will be contacted with a day and time for setting up the location. Plan around two hours for set up.
- The layout above serves as a general guideline and may be adjusted depending on dimensions of the room and access points. You may have more or less equipment at your voting location than what is shown here.
- A team from Maricopa County will set up the Ballot on Demand (BOD) Printer systems and layout equipment in its general location prior to full set up as it will be more difficult to move later.

Set Up the Voting Location, continued

- Poll Worker Teams should plan on assisting with equipment set up.
- Printers should be out of the way and near the Clerk's location ensuring they do not present a tripping hazard.
- Ensure the SiteBooks can be clearly seen or actively direct voters toward them when they enter to vote.
- The area around Voting Booths should not be high traffic areas except for those completing ballots. Provide voters with as much privacy as possible.
- The area surrounding the accessible voting booth and Accessible Voting Device should be kept clear for any voters with mobility equipment such as wheelchairs.
- Set up should allow for six (6) feet of physical distancing for voters using equipment and waiting in line. Use tape on floors to mark lines 6 feet apart wherever voters may be waiting in lines (SiteBooks, Ballot Pick Up, Envelope Drop Box, Precinct-Based Tabulator, etc.)
- Hand sanitizer and gloves should be available for voters at or near the door.
- The Envelope Drop Box should be near the entrance/exit door of your location. Consider separate entrance and exit doors if the location can accommodate.
- An additional Envelope Drop Box will be placed outside most voting locations on Election Day in order to minimize Election Day voter traffic.
- The Precinct-Based Tabulator is indicated in the layout as ICP2. This will not be set up completely until the day before Election Day as it will **only** be used on the day of the election. This will be located near the exit as well.

Set Up Checklist (Vote Centers/BODs)

Use the following checklist to make sure you fully set up your Vote Center. Items on the checklist do not necessarily need to be completed in this order. If you need assistance, contact the Poll Worker Hotline 602-506-2010.

☐ Meet your Poll Worker Team, review this checklist, and discuss where each person can best help with set up. **Visit Training.Maricopa.Vote for helpful videos.**

☐ Take inventory of the supplies. **See Supply List on page 139.** Unlock and remove the top of the Envelope Drop Box (with no Precinct-Based Tabulator on top) as it may contain supplies or equipment.

☐ Once the layout is determined, set up the Voting Booths per instructions on **page 62** to ensure voters will be at least 6 feet apart. Tape Voting Instructions in each booth with the masking tape.

☐ Set up a table with all the forms and documents.

☐ Set up a table near the entrance with hand sanitizer and gloves for voter use.

☐ Post Interior Signage. **(See page 36)** If there is Interior Signage to be posted outside of the room, wait until opening morning to post them.

☐ Set up the Accessible Voting Device and test it. **(See pages 55-61)**

☐ Assist Maricopa County employees with equipment setup as needed. They will focus on setting up the BODs, MoFi(s), Switches and Network Cables.

☐ Set up the SiteBook tables to ensure SiteBooks will be at least 6 feet apart.

☐ Set up the SiteBooks and secure to tables with combo locks. **(See pages 43-45)**

☐ Once everything is connected to power and the MoFi, login to the BOD laptops (password required), launch apps, and load printers. **(See pages 48-54)**

☐ Set the site location on each SiteBook using the site badge, run test prints on each SiteBook, and lock each SiteBook before leaving. **(See pages 46-47)**

☐ On the day prior to Election Day, set up the Precinct-Based Tabulator. **(See page 63)**

Set Up Checklist (Voting Locations/No BODs)

Use the following checklist to make sure you fully set up your Polling Place. Items on the checklist do not necessarily need to be completed in this order. If you need assistance, contact the Poll Worker Hotline 602-506-2010.

☐ Meet your Poll Worker Team, review this checklist, and discuss where each person can best help with set up. **Visit Training.Maricopa.Vote for helpful videos.**

☐ Take inventory of the supplies. **See Supply List on page 139.** Unlock and remove the top of the Envelope Drop Box (with no Precinct-Based Tabulator on top) as it may contain supplies or equipment.

☐ Assemble the MoFi. **(See page 42)**

☐ Set up and load the Affidavit Printer. **(See pages 53-54)**

☐ Set up the SiteBook tables to ensure SiteBooks will be at least 6 feet apart.

☐ Set up the SiteBooks and secure to tables with combo locks. **(See pages 43-45)**

☐ Set the site location on each SiteBook using the site badge, run test prints on each SiteBook, and lock each SiteBook before leaving. **(See pages 46-47)**

☐ Set up the Precinct-Based Tabulator. **(See page 63)**

☐ Set up the Accessible Voting Device and test it. **(See pages 55-61)**

☐ Set up the Voting Booths to ensure voters will be at least 6 feet apart. **(See page 62)** Tape Voting Instructions in each booth with the masking tape.

☐ Set up a table with all the forms and documents.

☐ Set up a table near the door with hand sanitizer and gloves for voter use.

☐ Post Interior Signage. **(See page 36)** If there is Interior Signage to be posted outside of the room, wait until the morning of Election Day to post them.

☐ Affix voting location labels to the Clear Official and Misread Ballots Envelopes. Voting location labels will be found in the Inspector's packet. If you do not have these, be sure to write your location on these envelopes.

Assemble the MoFi

1. Plug in the **Power Strip** to wall outlet.

2. Remove the **MoFi** components from the clear bubble pack.

3. Using the red dots on the MoFi, screw in a **paddle antenna** on each side of the MoFi. Bend up both antennas so that they are standing upright (like bunny ears).

4. Plug one end of the MoFi **power cord** into the power strip and the other end into the MoFi.

5. You will know you are fully connected when the light over the world icon is lit green and is no longer flashing **(may take up to 5 min)**.

Once the MoFi is fully connected, you can begin networking other equipment to it such as switches, SiteBooks, and printers by connecting them with the yellow network cables.

Set Up SiteBooks

Assemble SiteBooks

1. Gently place the **SiteBook Case** face down (flat side down) on a table.

2. Remove the **power cord** from the zippered pouch and unlock all four clasps. If the power cord is not in the zippered pouch, check the Yellow/Green Bags.

3. Open the flaps and remove the **SiteBook** from its case. **Note**: One person lifts the terminal while the other removes the terminal case.

4. Undo the strap on the power cable and plug the cable into the **power strip**.

5. Take the **yellow network cable** and plug it into any port in the back of the **MoFi** or a **Switch** that is connected to the MoFi.

Any Port Will Work

Set Up SiteBooks, continued

6. Plug the **GRAY cable** into the backside of the scanner making sure you hear it click into place.
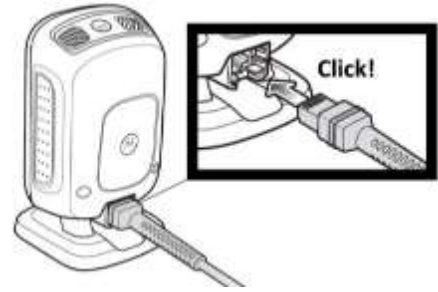
7. Lift the **kick stand** on the back of the SiteBook and stand up the SiteBook.
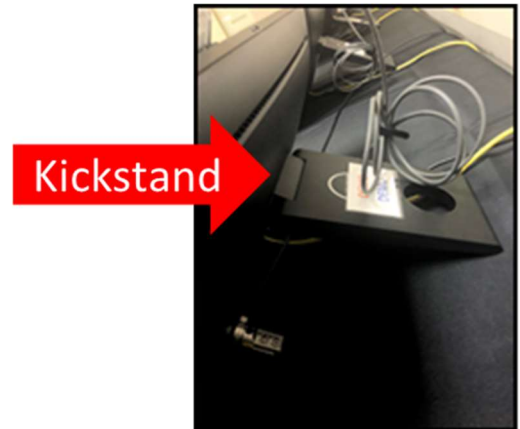
8. Using the Velcro on the screen, place the **scanner** on the **top right corner.**

9. The SiteBook should automatically boot up. If it does not, press and hold the power button on the bottom right side of the SiteBook until the light turns on.

10. Repeat steps 1-9 with the other SiteBooks.

Secure SiteBooks

To secure the SiteBooks, attach a combo cable lock to the table and to the SiteBook at that table. Repeat for each SiteBook at each table.

1. Run one **cable lock** through the table leg and support as shown.

2. Slide the lock end through the small looped end and pull it tight.

3. Locate the small hole on the back of the SiteBook monitor. Press and hold the black button on the top of the lock and insert the small end of the lock into the hole.

   If the lock is not on the right code, the button will not depress. Enter this number on the yellow side of the lock.

4. Release the black button to engage the lock. Using your thumb and forefinger, scramble the code on the lock.

5. Verify that the lock is secured.

Set the Site Location on SiteBooks

1. Verify that the facility number and name on your Site Badge matches the location where you are working. If the site has more than one, use the lowest facility number when matching.

2. Using the scanner on the top right of the SiteBook, scan the **Site Badge**.

3. If this is the correct location for where you are working, touch the **YES** button.

    If it is incorrect double check the location number on the Site Badge and call the Hotline.

SiteBook Test Print

1. The screen will ask if you would like to test print. Select **YES**. Proceed with the following steps to Test Print.

2. Select the **printer.**
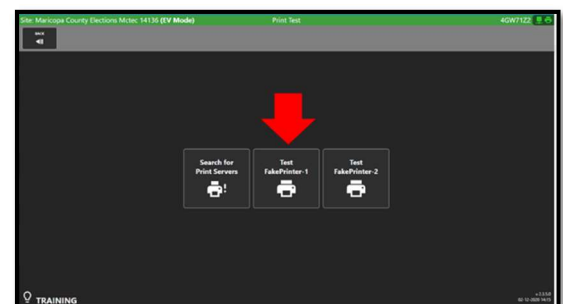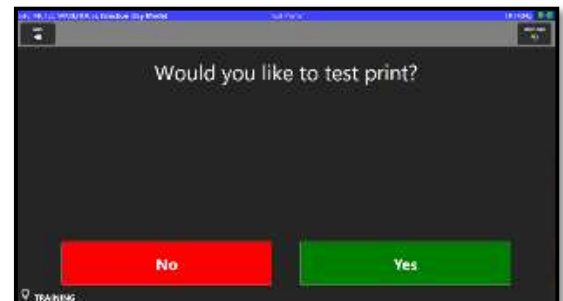
3. **Submit** test prints for both red buttons: Accessible Voting Device and Test Ballot.

4. Once test prints are completed, press the **back button** once and respond **No** to test printing.

5. Repeat steps 2–7 on all SiteBooks for all printers.

6. Sign all test prints and place them in the **Clear Official**.
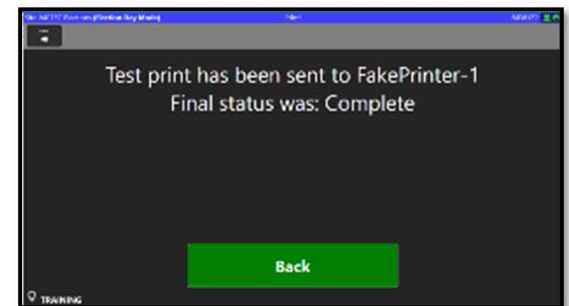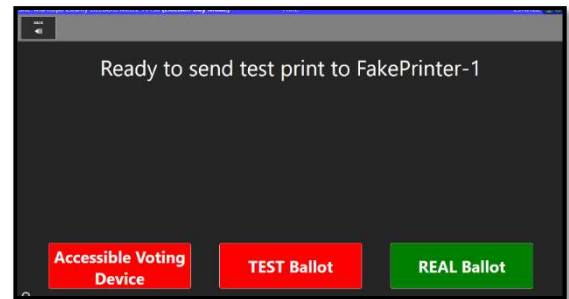
Lock All SiteBooks

1. Touch the **Power** button on the top right of the screen.

2. Scan your Site Badge.

3. Touch **Restart Application** to lock the SiteBook for the night.

4. Repeat steps to lock all SiteBooks.
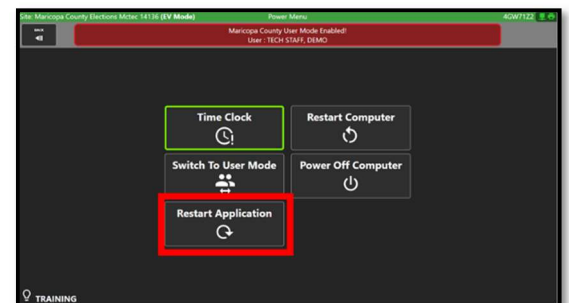
Login to the Ballot on Demand Printer Systems

Once the Ballot on Demand (BOD) Printer Systems are set up by Elections Department employees (see page 29 for pictures of BODs after set up), the Inspector will need to log into the monitors connected to each printer and launch two applications prior to performing test prints.

1. Login to each monitor and Sentio Ballot Printing System with the Inspector login and 4-character password you were provided. The screens may look slightly different, but the same login will be used.

2. Open the two applications on the desktop. The Early Voting System application icon looks like a gold box with a blue checkmark and the Envelope Printing System application looks like an envelope. Ensure only one instance of each application is open. If more instances are open, voter materials may print multiple times.
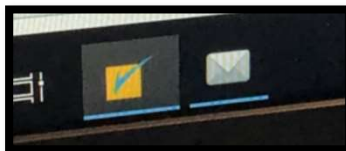
3. Once logged in, the monitor will look similar to this one.
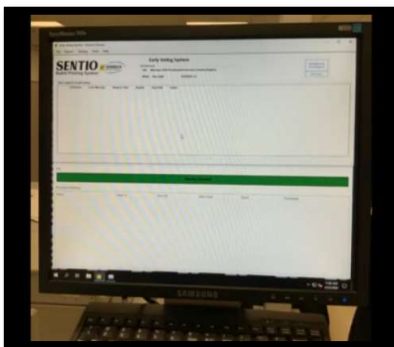
Please do **not** close the applications, log off/shut down the monitors, or power off the printers.
Once the BODs are up and running, they will remain on until the end of Election Day, August 4.

Load the Ballot on Demand Printers

There may be up to three Ballot on Demand (BOD) printers at the voting location. The BOD printer will use information transmitted by the SiteBook during a voter's check-in process to print the voter's specific ballot.

Loading the Ballot Paper- Oki

When adding ballot paper to the printer, take these precautions to avoid printing complications.

1. Before adding ballot paper to the printer, remove any existing ballot paper and allow the paper feed ramp to drop. See image below and to the left.
2. Never exceed the red fill line located on the ballot paper feed tray on the right-hand side of the BOD printer. See image below and to the right.
3. The paper tray will automatically raise to the height necessary once ballot paper is placed.
4. Ensure that the guides on either side of the tray are flush with the paper to prevent printing crooked ballots.

Paper feed ramp

Paper fill line

Loading the Ballot Paper- Lexmark

When adding ballot paper to the printer, take these precautions to avoid printing complications.

1. Before adding ballot paper to the printer, remove any existing ballot paper.
2. Never exceed about a half inch of paper.
3. Ensure that the guides on either side of the tray are flush with the paper to prevent printing crooked ballots.
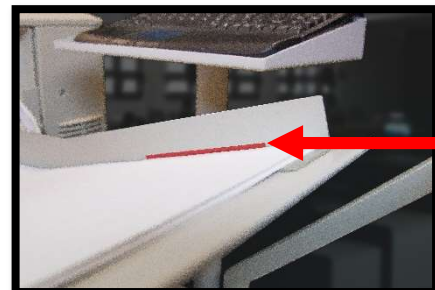
Load the Ballot on Demand Printers, continued

Loading the Mini BOD

The Mini BOD is an all-in-one printer that will print ballots, envelopes, and other voter materials.
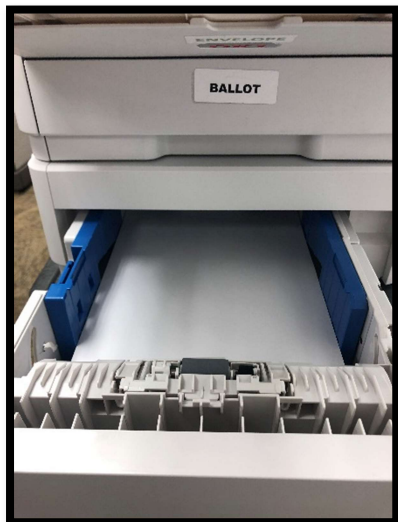
The bottom of the Mini contains the paper drawer for printing provisional receipts and control slips.

To load regular paper: Gently pull out the bottom drawer, load it with regular paper, and gently push it back in place.
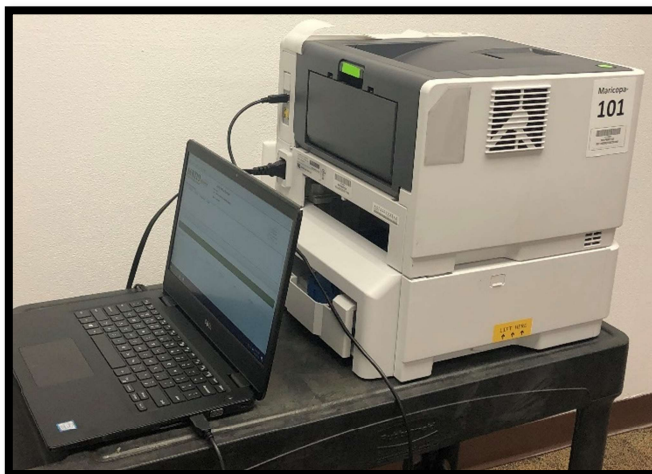
The top of the Mini is separate and is stacked on top of the bottom. The top contains the paper drawer for the ballot paper. For the drawer to accommodate longer ballot paper, a blue extender must be used. There will be an indicator on one side of the drawer showing where the extender should line up when connected.
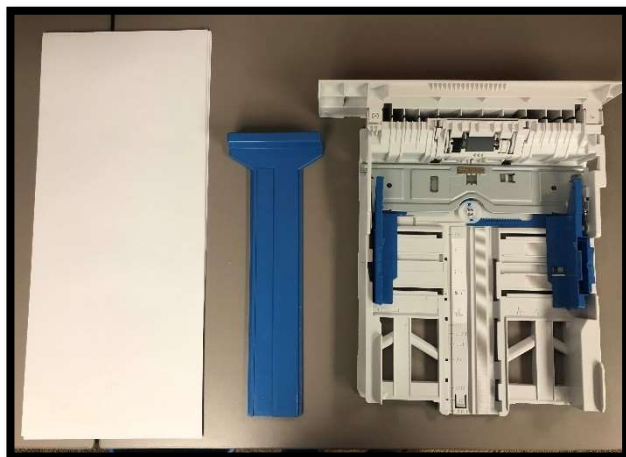
Loading the Mini BOD continues on the next page.

Load the Ballot on Demand Printers, continued

To load ballot paper: Gently pull the drawer labeled "BALLOT" completely out of the printer, lay it on a flat surface, place a half inch of ballot paper in it, gently insert it back into the printer, and gently push it until it clicks into place. The drawer will extend out through the other side of the Mini BOD as shown in the image to the right.
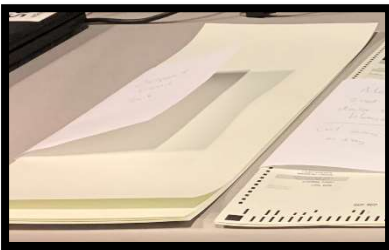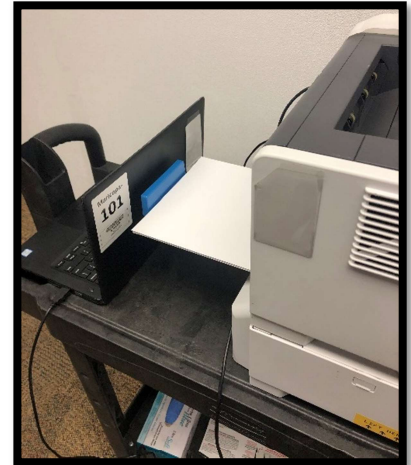
Important: Note which way your blank ballot paper tends to curl at the ends. In the picture to the right, the ends are curling up, so you would turn this paper over and load it curl-down into the paper tray. This will result in a flatter ballot that will not jam when pushed into the tabulator.

To load envelopes: Open and extend the front door flap for the envelope tray and load 10 envelopes in the direction indicated on the green sticker. Adjust the guides to the width of the envelopes. Do **NOT** open the back door flap. All documents, including envelopes, will exit through the top of the Mini BOD printer. Please note that this is different than on the affidavit printer.

To print ballots: Guides will be added to the top of the printer to keep longer ballots on the printer. Ballots will print double-sided. The first side of the ballot will print and will almost completely exit the top of the printer. Then, it will be pulled back into the printer to print the other side of the ballot. Do **NOT** remove the ballot from the printer until the printer stops printing and the ballot fully exits the printer.

Important: Ensure the intake and exhaust fans are unobstructed on both sides of the printer (see red oval in picture on one side of printer). If these fans are obstructed, the printer may overheat and give an error code.

Set Up the Affidavit Printer

1. Insert the **power cord** into the back of the affidavit printer.

2. Plug the other end into the **power strip.**

3. Using the **25-foot yellow network cable** from the duffle bag, plug one end into the affidavit printer and one end into the MoFi.

4. Press and hold the **power** button on the front of the affidavit printer for a few seconds to turn it on. The printer shown is already on as the light is green.
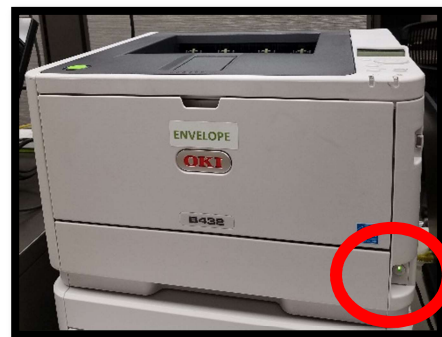
Load the Affidavit Printer

The affidavit printer can work alone or as a part of the Ballot on Demand (BOD) printer system to print envelopes and provisional receipts. Standard paper, loaded in the bottom tray, is used to print provisional receipts and control slips. The paper exits from the top of the printer. Envelopes, loaded from the front, will print out the rear of the printer to the back flap. **Please note that this is different than the Mini BOD printer.**

To load paper: Open the drawer beneath the front flap. Place half a package of regular paper in the drawer. Gently push the drawer closed. Be careful not to overfill paper, as this will cause the printing process to be slower.

To load envelopes: Open the **front door flap** of the affidavit printer and place 10 envelopes in the tray using the green sticker on the right side for guidance. Adjust the guides to the width of the envelopes. Envelopes must be loaded facing the correct direction so that the voter's name and barcode print correctly. Start with blank envelopes (no voter name or barcode) and load them with the black arrow pointing to the signature box toward the printer as shown below.
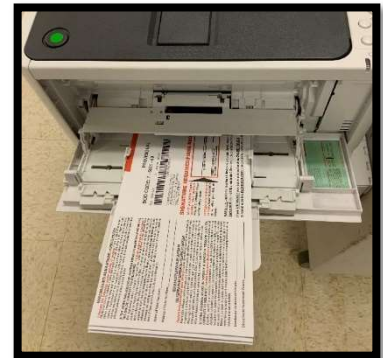
To print envelopes: Open the **back door flap** of the affidavit printer when setting up the printer. Envelopes will be less likely to jam. **As a reminder, do not open the rear flap on the Mini BOD.**
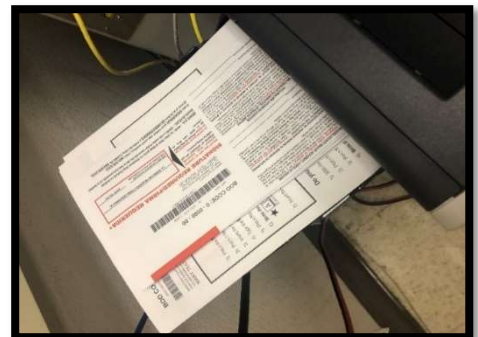
Set Up the Accessible Voting Device

All procedures are followed with TWO (2) people.

Verify that you have these 3 items:

| Accessible Voting Device Rolling Bag | Accessible Printer Rolling Bag | Accessible Voting Device Controller Bag (stored inside the printer bag) |

Accessible Voting Device Touchscreen

1. With TWO (2) people, lay the Accessible Voting Device rolling bag on the floor with the zipper panel facing up. Unzip the bag.

2. The Accessible Voting Device will be wrapped in foam and plastic. Together, lift the entire unit out of the bag and place on table.

3. Remove the power cord from the bag.

Set Up the Accessible Voting Device, continued

4. Stand the Accessible Voting Device on the table and carefully remove the foam protectors one at a time, then the plastic bag cover.

5. Place the foam and plastic back into the rolling bag, zip the bag up, and set aside.

6. Plug the Accessible Voting Device power cord in the bottom right of the rear of the screen base. Plug the other end into a power strip or wall outlet. The screen will automatically begin booting up after about 30 seconds.

Accessible Voting Device Printer

1. Place the **rolling printer bag** on the floor with zippered panel facing up and unzip.

2. Remove **controller bag** and **power cable** and set aside.

3. Unstrap the Velcro and remove printer from bag.

4. Place printer next to the **Accessible Voting Device Touchscreen**.

5. From the back of the Accessible Voting Device Touchscreen, plug the **BMD cable** into the **top port** on the back of the printer.

6. Plug the **printer power cable** into the back of the printer and then into the **power strip**. The printer will automatically begin booting up.

7. Position the printer so that the Accessible logo is facing forward.

Accessible Voting Device ATI Controller

1. Remove the Accessible Voting Device Controller and Headset from the audio bag.

2. From the back of the Accessible Voting Device, plug the cable labeled **USB ATI** into the ATI Controller. The tab on the cord will face down.

3. When it is fully connected you will hear a click and see a flashing green light where you plugged it in.

Set Up the Accessible Voting Device, continued

4. Plug the green end of the headphones into the port labeled **Audio** located on the bottom right side of the ATI Controller.

5. Place the **controller and headset** next to the Accessible Voting Device.

6. Place the controller bag in the printer bag, zip up, and set aside.

Note: A Sip and Puff Device should also be in the controller bag. If you have a voter who wishes to use Sip and Puff technology, this adaptor may be needed for them to connect to the ATI controller. Keep the device in the controller bag and access it only if needed.

7. Finally, place the blue privacy screen around the Accessible Voting Device and printer.

Test the Accessible Voting Device

The **Inspector** will test the equipment after setup.

1. Insert the **Poll Worker Card** into the card reader located in the base of the Accessible Voting Device so that the gold chip on the top goes in first and the image of a black key is facing up.

2. When prompted, enter the **login pin number** on the screen. Your login pin number will be in your Inspector packet. Then touch LOGIN.

3. Verify that the Date and Time are correct. If correct, touch Confirm. If more than 10 minutes different from current date and time, touch the Modify button.

   a. To adjust date: Touch Set Date, select the current date from the calendar, then touch done.

   b. To adjust time: Touch Set Time, scroll up or down on the hour, minute, and/or AM/PM to set to current time, then touch done.

   c. Touch the back button at the bottom center of the screen to return to main menu.
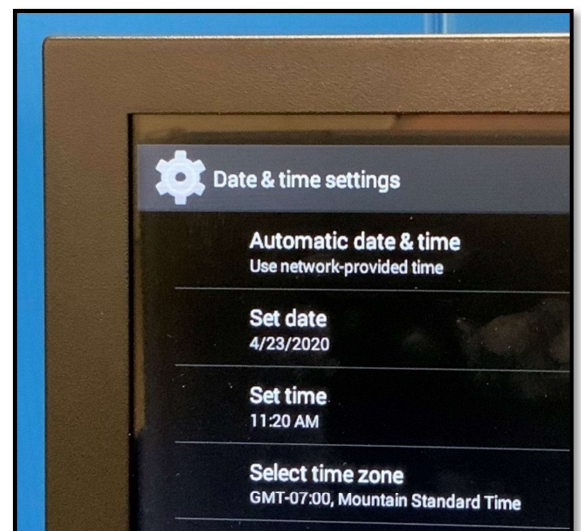
Test the Accessible Voting Device, continued

4. Touch the **"Hardware Test"** button on the bottom right of the screen.
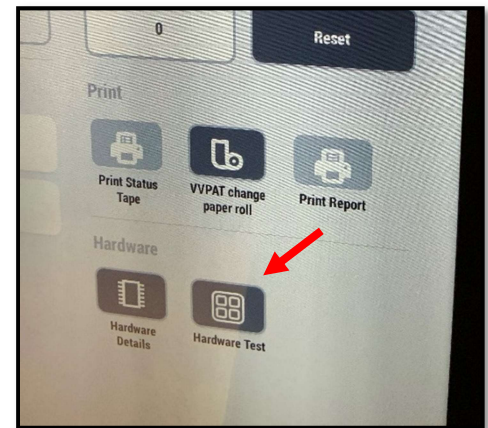
5. Touch **ATI button** on the screen. This will test the controller.

6. On the **ATI Controller**, press every button and verify that there is a green check mark next to each button on the screen.

7. Once you have verified that all buttons are functioning, press the **"Back to Menu"** button at the bottom center of the screen.

8. Touch the **Printer Button** on the screen.

Test the Accessible Voting Device, continued

9. Touch **Print Test Page**.
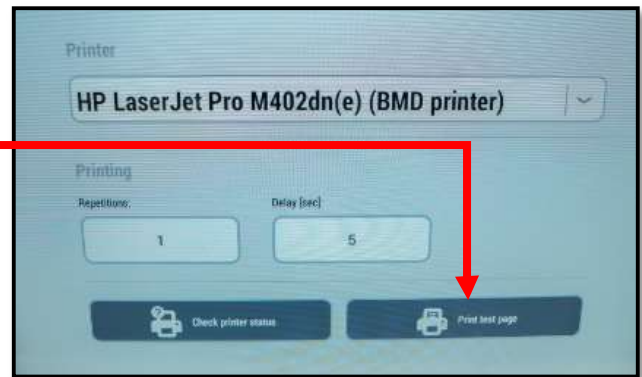
10. A test page will print from the attached Accessible Voting Device printer. Place the test page in the Clear Official.

11. Touch **Close** and remove the Poll Worker Card.

12. Check the bottom corner of the screen to ensure that it says **"Total ballots printed: 0."**
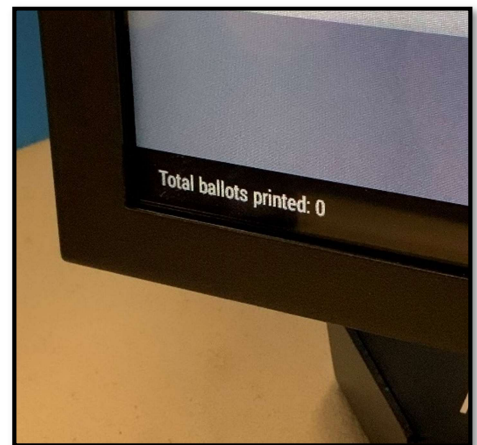
Set Up the Voting Booths

1. Set up the accessible voting booth by locating the case with one red side.

2. Open the case and remove the privacy screens and legs.

3. Identify the front of the booth and flip over to access the front holes underneath. 	**4.** Locate the accessible voting booth leg extenders in the supplies and attach them to the front holes. 	**5.** Extend four of the legs and insert them into the back holes.
6. Insert legs into the holes of the extenders and raise to stand on the legs. 	**7.** Place a privacy screen on top. 	**8.** Disconnect the bungie cords and tuck into the privacy screen side flaps.
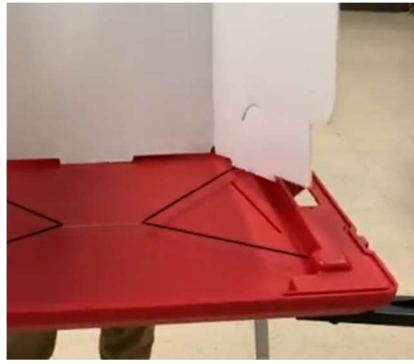
9. Set up the remaining blue voting booths without the leg extenders.

Set Up the Precinct-Based Tabulator

Set up the night before Election Day for Election Day use ONLY!
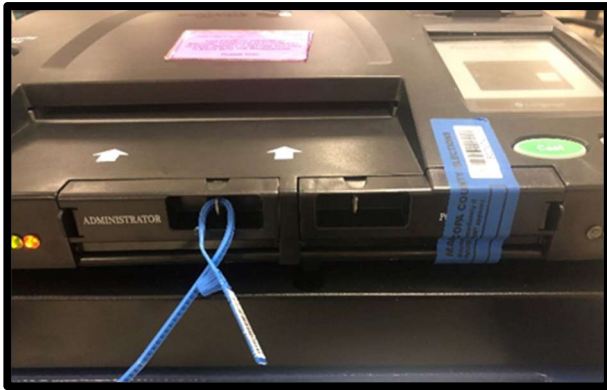
IMPORTANT!

There are two (2) doors on the front of the Precinct-Based Tabulator that contain memory cards. The Administrator door on the left is sealed with a plastic seal. Do not open this door. If this seal is broken, you must call the Hotline immediately. The tabulator cannot be used. A replacement Precinct-Based Tabulator will be sent to your location.

The Precinct-Based Tabulator is positioned on top of the ballot box as shown.
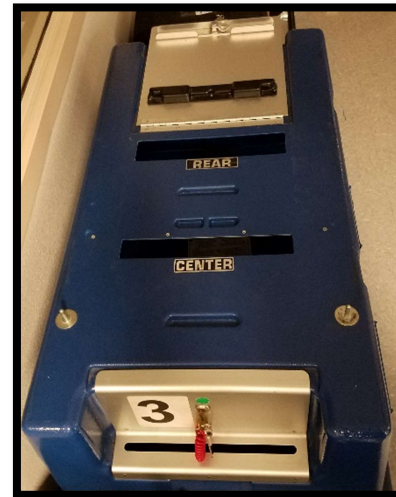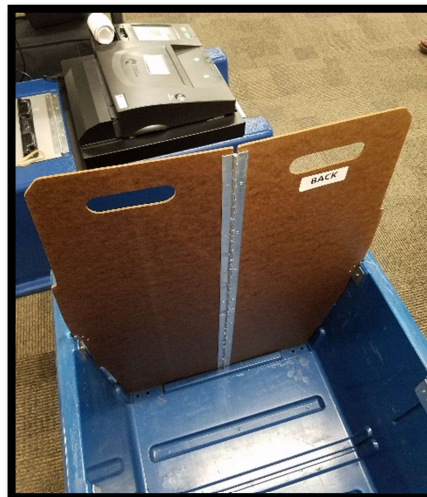
1. Ensure the ballot box under the tabulator is empty.
2. Ensure that the separator is inserted to separate Door 3 (misread ballots) from Doors 1 and 2. No separator is necessary between Door 1 and 2, as write-in and standard ballots will both drop into this area.
3. Ensure that the metal flap on top of the ballot box is open allowing ballots submitted to the tabulator to drop through the openings into the box.
4. The metal switch at the rear of the tabulator will hold the ballot tabulator in place. This switch will be locked with another plastic seal that should not be removed unless necessary to clear a jam.

Set Up the Precinct-Based Tabulator, continued

5. Plug the power cord into the adaptor under this metal switch. The adaptor will be plugged in to the power supply strip or wall outlet. The orange light to the left of the Administrator Door will illuminate to show that the tabulator is powered.

6. Ensure that the power cords do not present a tripping hazard.

Section Five

Opening the Voting Location

Opening Checklist

Before opening the voting location, ensure these tasks have been completed.

- ☐ Inspector issues site badges

- ☐ Make sure printers are loaded with ballot paper, envelopes and regular paper (see pages 49-54)

- ☐ Unlock SiteBooks, verify location, then complete test prints starting on page 66

- ☐ Clock in using the SiteBook/Administer Oath of Office on page 68

- ☐ Set up Exterior Signage starting on page 69

- ☐ Open Accessible Voting Device (1st day only) on page 71

- ☐ Ensure Interior Signage is posted starting on page 36

- ☐ Ensure all poll workers have masks, face shields and gloves

- ☐ Ensure hand sanitizer and gloves are available near the entrance for voter use

- ☐ Ensure all forms and documents are accessible

- ☐ Assign a Clerk to perform Wait Time Reporting per instructions on page 72

Unlock the SiteBook and Test Print

1. **Inspector:** Use the scanner on the top right corner of the SiteBook to scan the barcode on your site badge.

2. Tap **Yes** to run the test print.
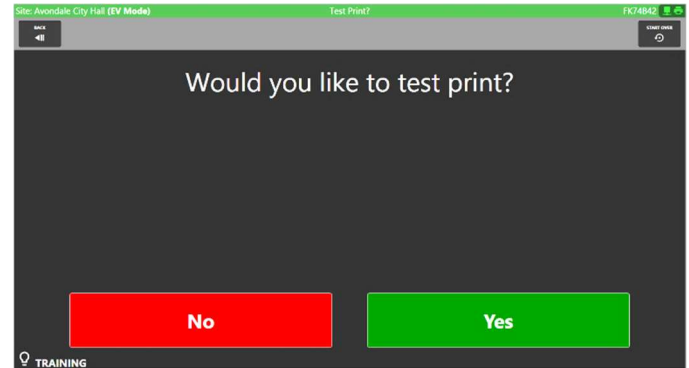
3. Select the first BOD printer by tapping the button. (If no BOD, test affidavit printer.)
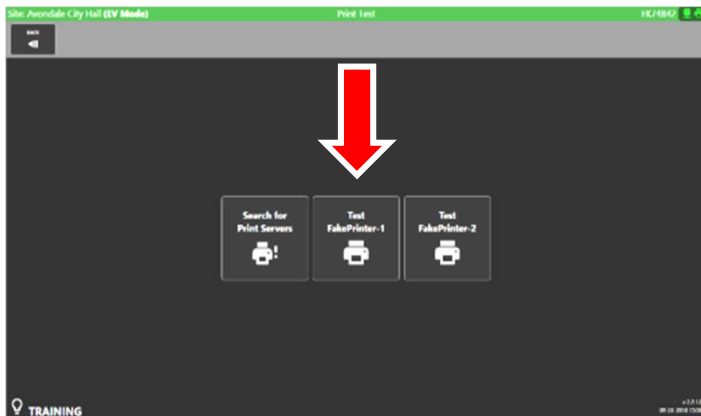
4. Select **Test Ballot**. (If no BOD, run other red button test prints.
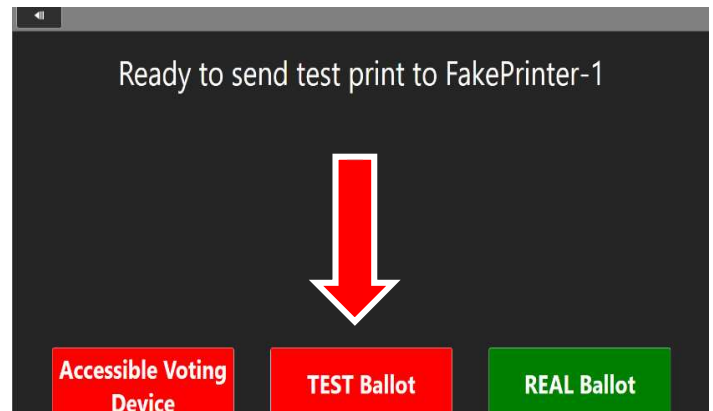
5. Screen below appears. Tap the **Back** button.
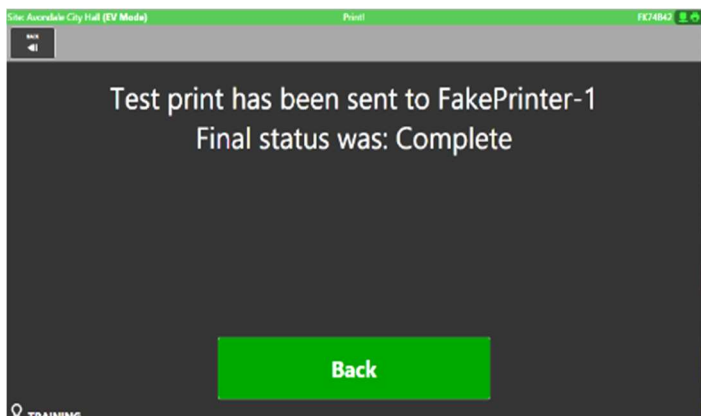
6. Tap the same printer selection from step 3 again.

Test Print, continued

7. Tap the **Accessible Voting Device** button.
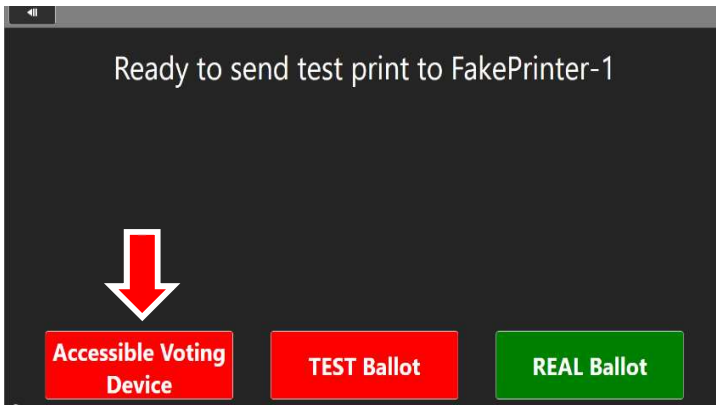
8. Once you see the screen below, tap the green **Back** button.
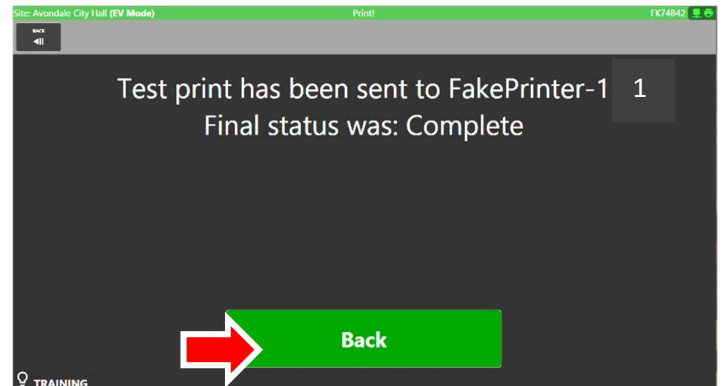
9. Select the 2nd Ballot On Demand Printer.
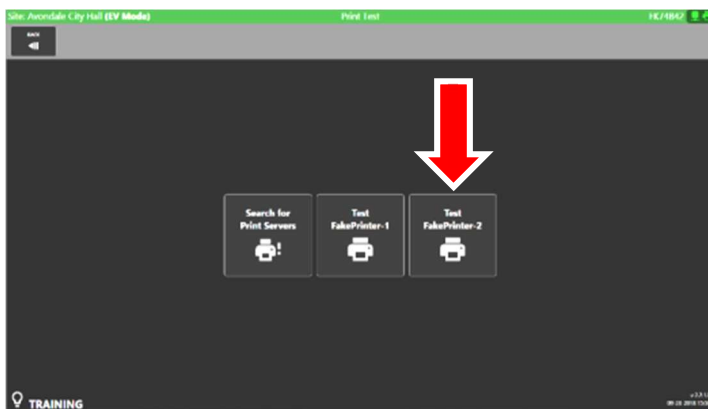
10. Repeat steps 4 and 5 using the printer you selected in step 9. Select the printer you selected in step 9 again and repeat steps 7 and 8. The goal is to perform all the RED button test prints on all printers.

11. Tap the **Back** button on the top left of the screen.
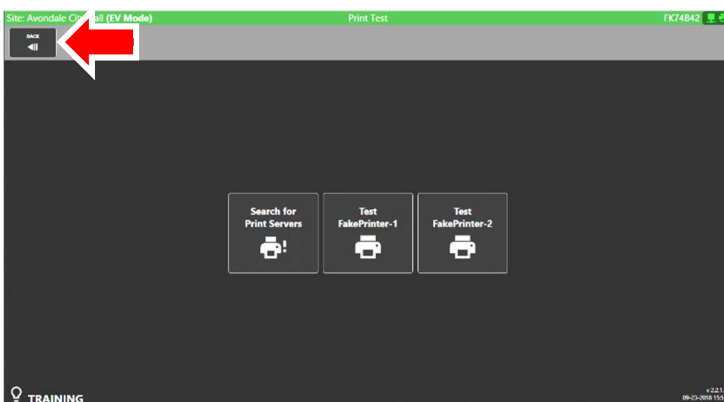
12. Tap the **No** button. Date and sign all test prints and place them into the Clear Official.
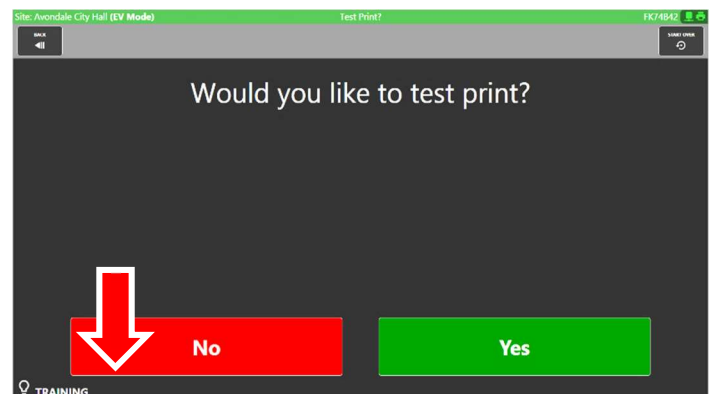
Clocking In

1. Press the POWER button in the upper right-hand corner.

2. **Inspector,** scan your site badge.
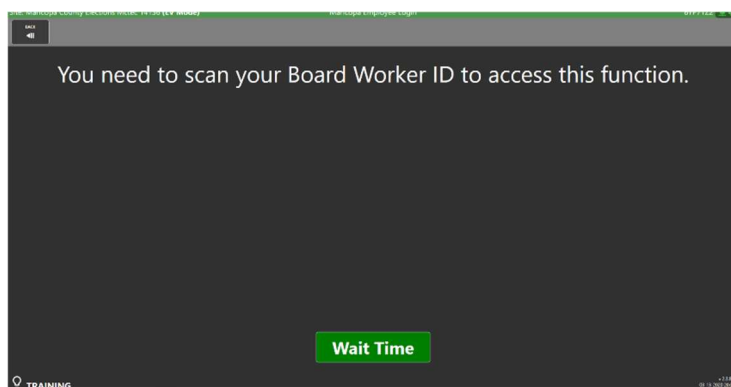
3. Tap Time Clock.
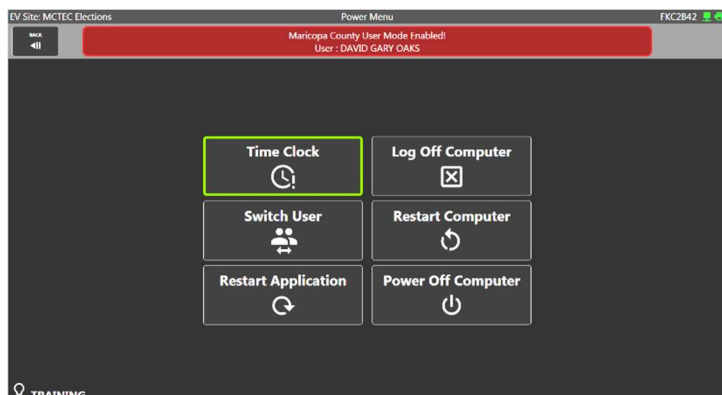
4. Have all Poll Workers raise their hands and repeat after the Inspector. Then tap Affirm.
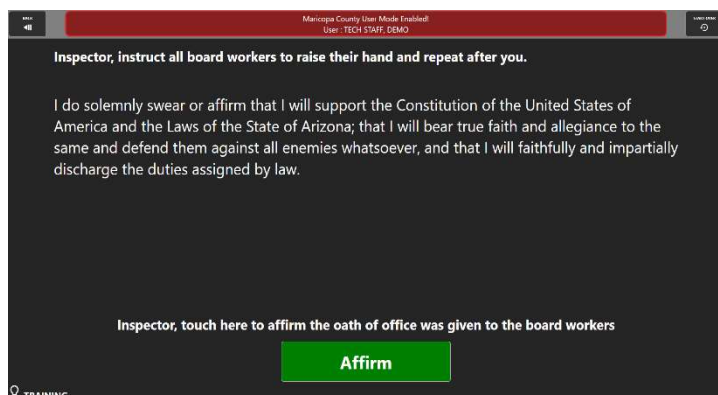
5. Each Poll Worker will touch their name.
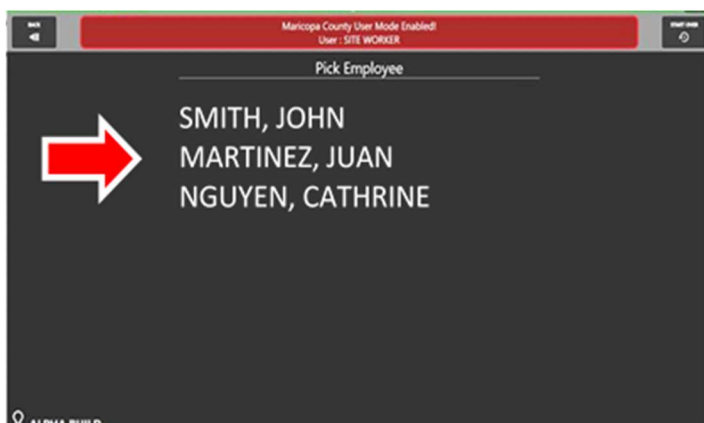
6. Have the Poll Worker sign the signature box. Then touch Affirm and Clock In.

7. Once all Poll Workers have clocked in, touch the **Start Over** button at the top right.

Set Up Exterior Signage

Sandwich Board Signs

Vote Here

Yellow "Vote Here" Sandwich Board(s): Place at the main entrance to the parking lot where it is CLEARLY visible from the main road. If there is a second sign, place in appropriate location.

Please Have Your ID Ready

Orange ID Sandwich Board(s): Provides identification options for use at the SiteBooks. Place outside the main entrance. If a line forms, move to the end of the line.

Early Voting Instructions

Orange Early Voting Sandwich Board(s): Provides instructions to voters about where to sign, date, and provide a phone number on their envelope. Then, instructs voters to proceed to the Envelope Drop Box for drop off rather than waiting in line.

Set Up Exterior Signage, continued

Curbside Voting

Place at the closest drive-up curb where a voter can safely stop their vehicle to vote or in the closest marked accessible parking spot.

75-Foot Limit Triangle

Place the three 75-Foot Limit signs in a triangle 75 feet from the entrance to the voting location to notify petition circulators, campaign workers, candidates, media, and any other person who is not voting that they must remain outside of this zone while the polls are open. May need to be weighted to ensure visibility at all times.

75ft

75ft   75ft

Entrance
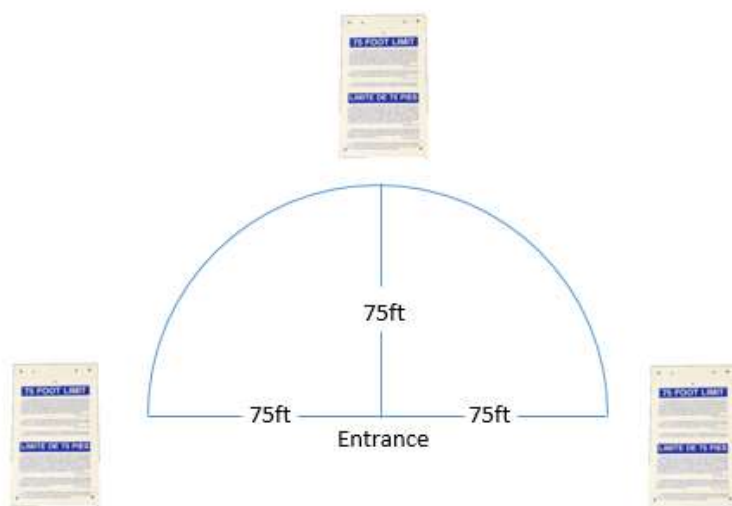
Accessible Voter Entry Arrow

Use these signs to direct voters to accessible ramps and other devices to aid them in gaining access to the voting locations.

Open the Accessible Voting Device

The Inspector will open the Accessible Voting Device.

1. Insert the **Poll Worker Card** into the card reader on the Accessible Voting Device Screen base.

2. Enter the **Login Pin Number** using the touch pad on the screen. Your login pin number will be found in your Inspector packet.
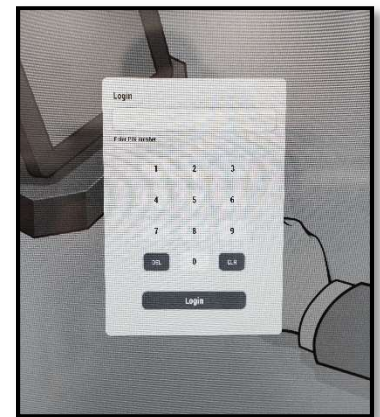
3. Touch **Login**.

4. Touch **Open Poll**. It is a long gray button near the top of the menu.

5. Touch **Yes**.

6. Remove the **Poll Worker Card**.
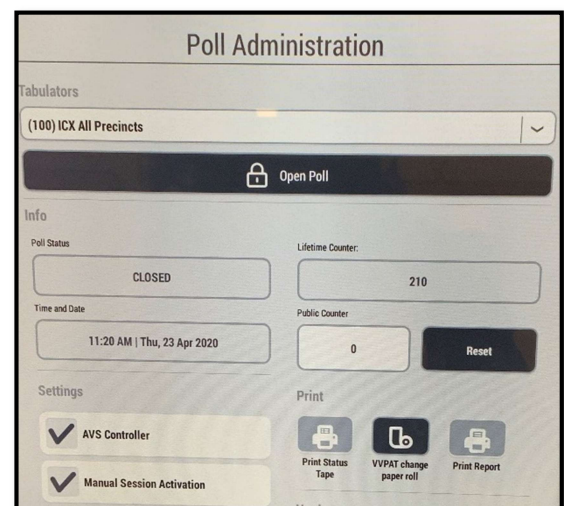
The Accessible Voting Device is now ready for voters.

Reporting Wait Time

A Clerk will be assigned to report voter wait time by submitting the number of voters waiting in line every 15 minutes starting at opening and ending at closing each day. If no voters are waiting in line, zero (0) voters should be reported.

1. Press Power Button (top right).	**2.** Press Green Wait Time Button. No need to scan badge.
3. Enter password provided for this election. This will be found in the Inspector packet	**4.** Enter number of voters in line and Press OK.
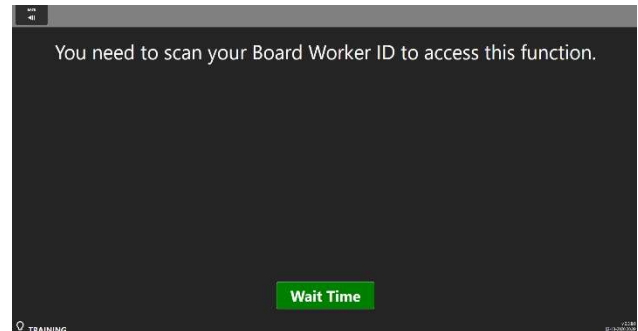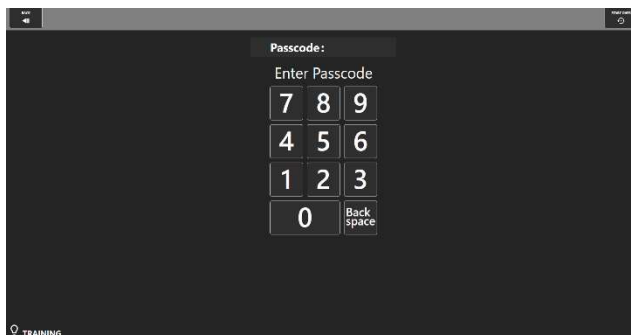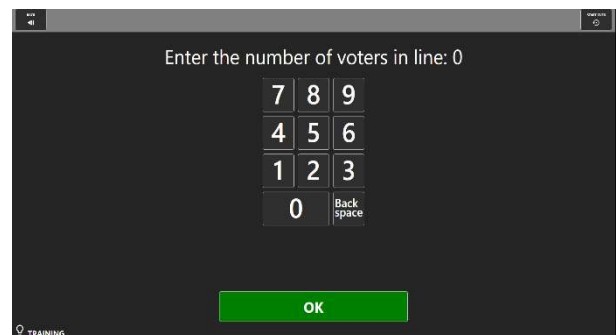
5. Confirm the number is entered correctly and Submit or Change to re-enter. Clicking Submit will automatically send to our internal dashboard.
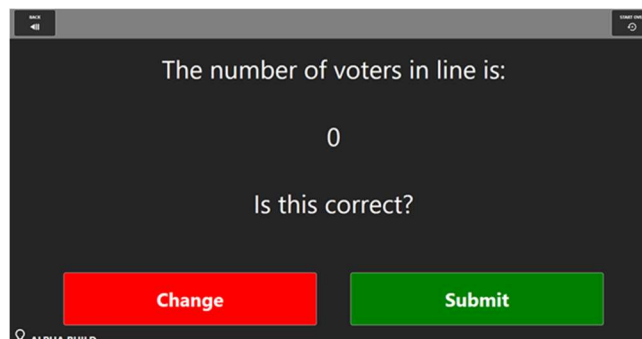
Section Six

Checking in Voters

Independent Voter

When an Independent voter (voter that is not registered with a recognized political party) checks in for the Primary Election, the SiteBook will ask them to verify they are registered as an Independent voter. Once they do, they will have the option to select their party ballot on the SiteBook. Otherwise, the check-in process is the same as any other voter.

The SiteBook will ask all voters to verify their party affiliation and provide an opportunity to change it for the next election. If a voter insists on voting a party ballot that is different than their registered party, they will not be eligible for that ballot, so they will be offered a provisional ballot.

Identification to Vote a Standard Ballot

List 1 – One item from this list

List 1 items are acceptable forms of ID with the voter's photograph, and name and address that reasonably match the voter's name and address in the SiteBook.
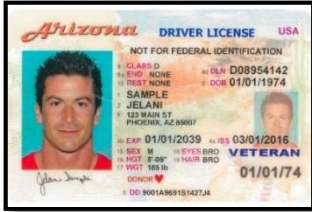
OR
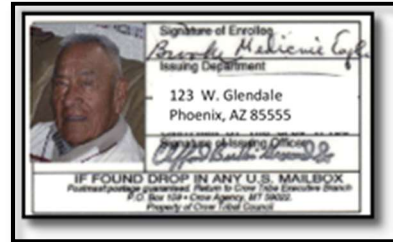
| **Current Arizona** State Driver License or **Current Arizona** Non-Operating Identification Card | Tribal Enrollment Card or other form of tribal identification-with photo and Arizona address |

Any valid (not expired) United States federal, state, or local government issued **photo** identification that has an address is also a List 1 item.

List 2 – Two items from this list

List 2 items contain the voter's name and address reasonably matching the SiteBook. List 2 documents may be presented in electronic format, including on a smart phone or tablet. (Electronic format is NOT the same as a photo of the paper copy of the item.)

- Voter Registration ID Card
- Utility Bill (within last 90 days)
- Bank Statement (within last 90 days)
- "Official Election Material" mail
- Valid Recorder's Certificate
- Valid United States federal/state/local issued identification without a photo

- Valid Arizona Vehicle Registration
- Arizona Vehicle Insurance Card
- Indian Census Card
- Tribal Enrollment Card or other form of tribal identification (no photo)
- Property Tax Statement

List 3 – One from this list AND one from List 2

List 3 items do not have addresses, so the voter must also provide a List 2 item.
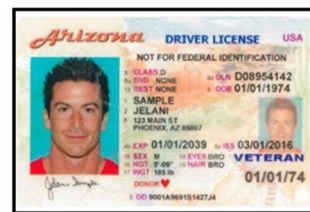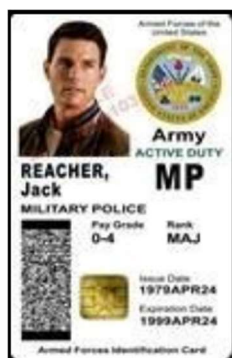
| U.S. Passport (above) or Military ID (right) | | Any valid List 1 ID where the **address does not reasonably match the address in the SiteBook** |

Identification and Voting
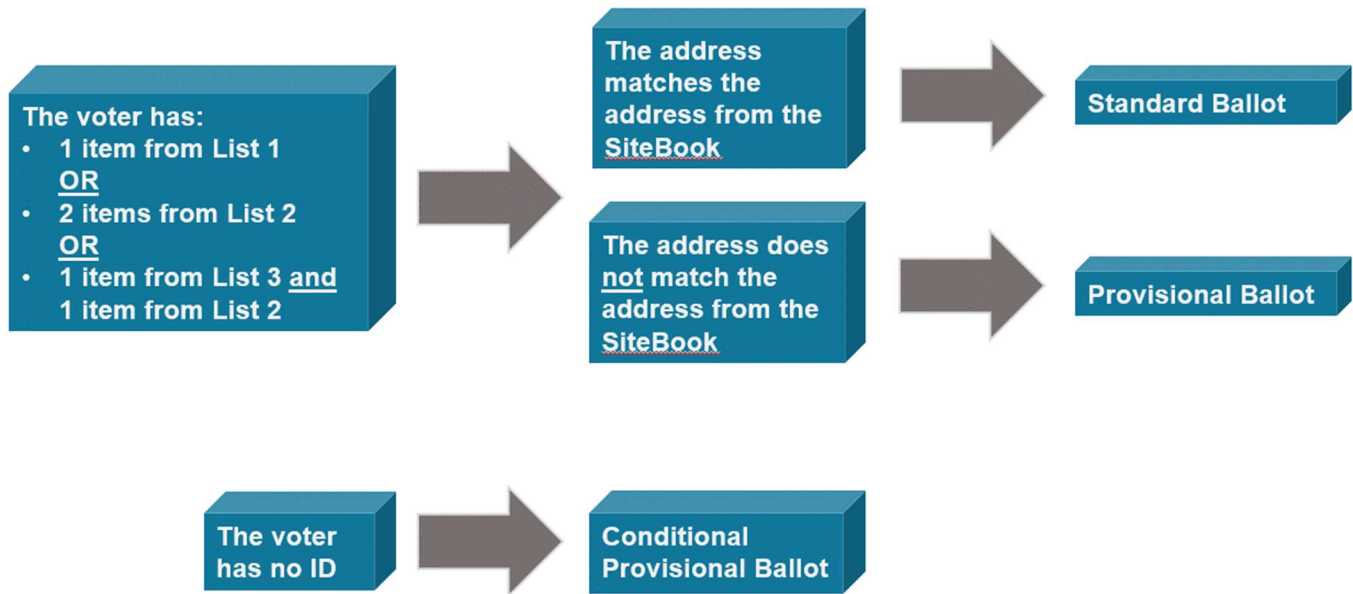
Arizona state law requires all voters to have the identification outlined above in order to vote a standard ballot. However, all voters entering a voting location must be permitted to cast a ballot. This means that even without the identification outlined on the previous page, a voter may still cast a provisional or a conditional provisional ballot. It is never appropriate to turn away a voter due to lack of identification.

ID that is not sufficient to vote a standard ballot may still be sufficient ID to cast a ballot that will be counted. If the voter is otherwise eligible, but the address from the voter's ID does not match the address from the SiteBook, the voter will be offered to vote a provisional ballot.

If a voter casts a provisional ballot, no further action is needed on their part. This voter does not need to return to show further identification. However, if a voter does not have identification and casts a conditional provisional ballot, the voter will need to provide identification within established time frames. See page 107 for more information on conditional provisional voting.

Trust the SiteBook to guide you and the voter through this process.

Checking in Voters - ID that Scans
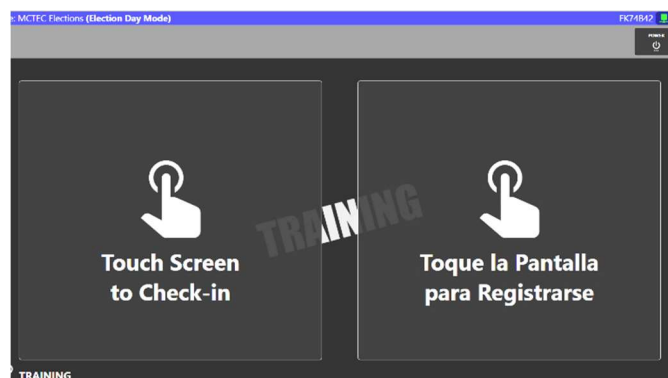
1. Voter touches the SiteBook screen to check-in (English or Spanish).	**2.** Voter selects the ID option from the screen which matches the scannable ID they brought.

3. Voter scans ID.

AZ Driver License or
Non-Operating Identification Card
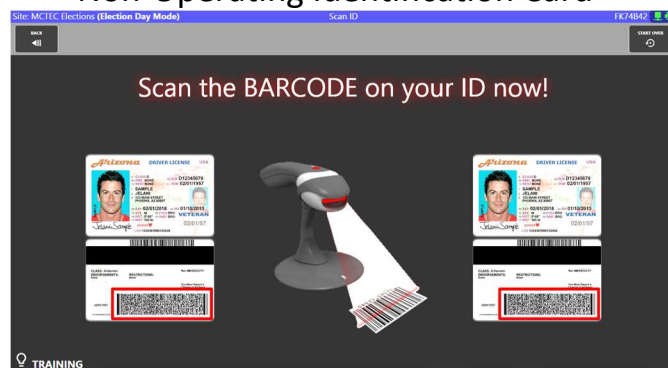
Voter ID Card
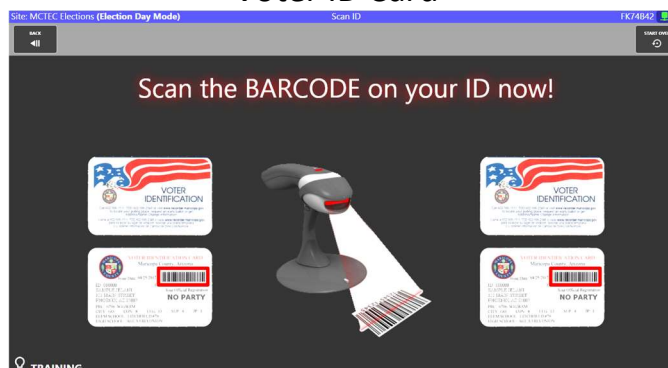
4. Voter verifies current name and address. If voter indicates that either is not current, see Updating Voter Registration Section starting on page 90 to update this information. This is the responsibility of the Voter Registration Clerk.
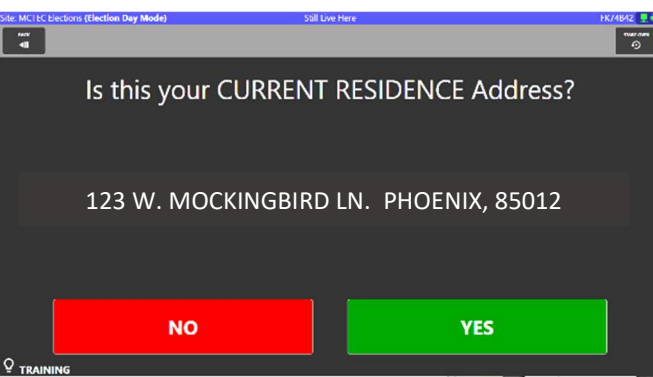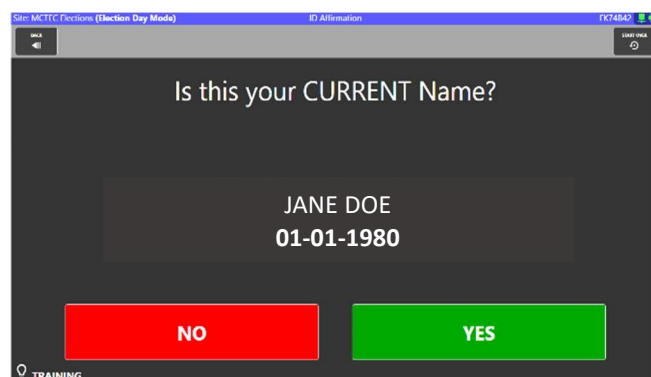
Voters with Identification that Scans, continued

5. The voter signs the signature pad.

6. Inspector, Judge, or Voter Registration Clerk verifies the ID provided matches. When the SiteBook presents the left screen, scan your site badge on the scanner at the top right.

If you are unsure about Identification, touch the ID info button at the top right of the screen or see page 74.

Voters with Identification that Scans, continued

7. Select the type(s) of ID the voter provided. When you select a button, it will become a lighter gray color. When you have selected all the ID the voter has shown you, press continue. The SiteBook will alert you if the ID provided is insufficient to vote a standard ballot.*

Photo-ID Box	Voter ID Card Box	Items from this list Box
Select **Has CURRENT Address** if voter has valid photo ID (see List 1 page 74) with address matching address in SiteBook. Select the green Continue button.	Select **Has CURRENT Address** if voter has valid voter ID card with address matching address in SiteBook.	This box is for checking off items from List 2 (page 74).
	Select **Has FORMER Address** if voter ID card has address not matching SiteBook.	If voter has a List 2 item(s) with address matching address in SiteBook, choose the correct number of items (1 or 2) from **Current Address.**
Select **Has FORMER Address** if photo ID (List 1) has address not matching SiteBook.	If voter ID card has address matching SiteBook, voter needs one more item of identification (either from the Photo-ID Box or the Items from this list Box).	If the address does not match the SiteBook, choose the correct number of items from **Former Address.**
		If voter has a **Military ID or U.S. Passport**, select the button at bottom left of screen.

*If Voter Provided Insufficient ID to Vote a Standard Ballot:

If the ID provided is insufficient to vote a standard ballot, this screen will appear. If the voter has more ID, use the black **Back** button in the upper left corner to return to the ID screen and select more items. If the voter does not have more ID, the voter is still eligible to vote a provisional ballot. For more information on provisional ballot process, see page 82.
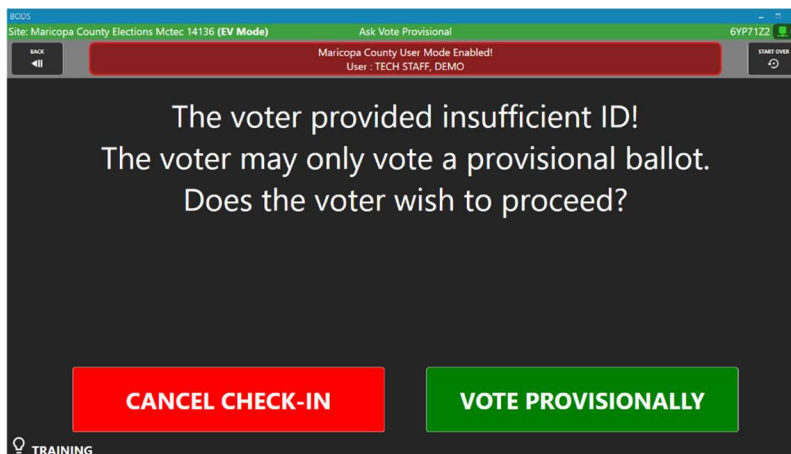
8. As long as the ID provided was sufficient to vote a standard ballot, the voter's ballot and affidavit envelope or control slip print through the Ballot on Demand system. If the ID provided was insufficient to vote a standard ballot, the voter's provisional ballot, affidavit envelope, and provisional receipt will print.
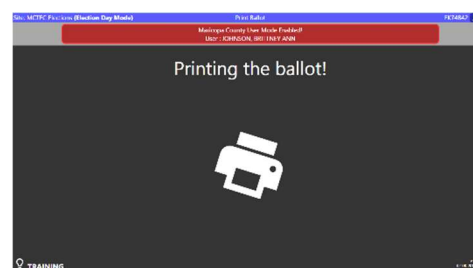
Clerk Duty:

- Remove the ballot and affidavit envelope or control slip from the BOD printer.
- Point to the name on the affidavit envelope or control slip and ask the voter for confirmation that it is the correct name and address to prevent handing the voter the incorrect ballot.
- For early and provisional voting, ask the voter to sign and date the envelope and "W" fold the ballot according to the instructions on page 101 and hand to the voter.
- On Election Day, no envelope will print for a standard ballot as it will be submitted to the tabulator.
- Sites that have no BOD will have preprinted ballots. The control slip or affidavit envelope that prints from the affidavit printer will be used to identify the correct preprinted ballot.

Checking in Voters-ID that does not Scan/No ID

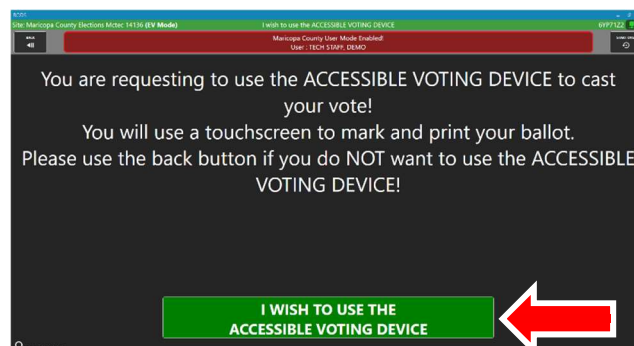| **1.** Voter touches the SiteBook screen to check-in (English or Spanish).	**2.** The voter selects **Manual Search**.
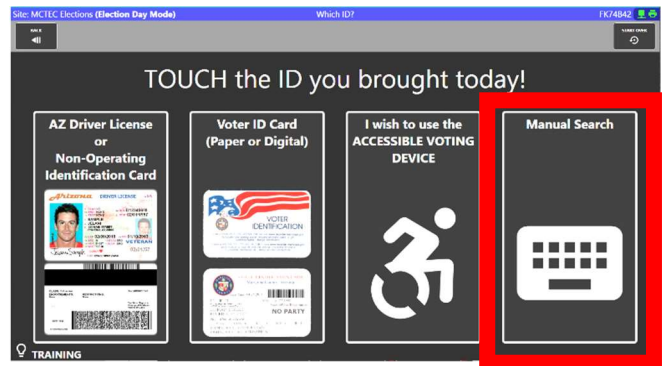
3. The voter enters their information in the order outlined below.

    a. First initial of <u>first name</u>

    b. First initial of <u>last name</u>

    c. Date of Birth

    d. <u>Last 4</u> of Social Security number

If the voter is found, proceed with the Check-In Procedures for Voter with ID at step 4.

If the voter is not found, continue on next page.

Note: Manual Search is used for Curbside Voting (see page 108)

Checking in Voters – ID does not Scan/No ID, continued

4. No matches found. Scan site badge when scanner flashes and select **Change Search**.	5. Touch the Complex Search button.

6. Search for the voter by street name, zip code, voter ID number, or Arizona Driver License number. Press **Search** when finished entering information.

If the voter is found, proceed with the Check-In Procedures for Voter with ID at step 4.

If the voter is not found, continue on next page.

7. If there is no other match, offer the voter a provisional or a conditional provisional ballot per SiteBook direction. Provisional ballots are counted if the voter is found to be a qualified elector (an eligible voter in that specific election) through his or her voter registration. For more information on provisional and conditional provisional ballots, see pages 105-107.
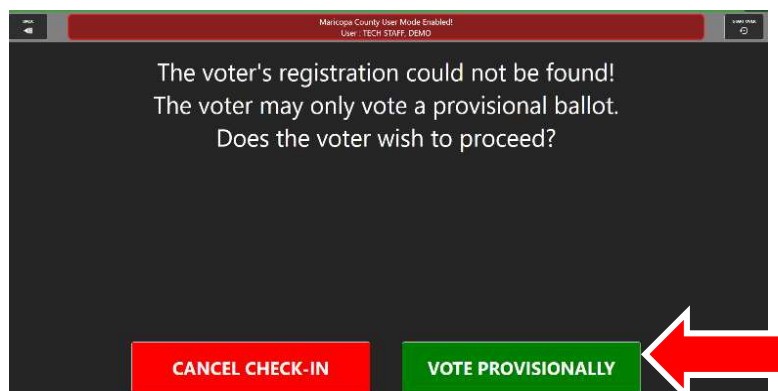
8. Provisional Ballot Process: Voter enters their address, presses SEARCH and selects the correct address. When entering, do not use N, E, S, W or St. Ln. Dr. Ave.
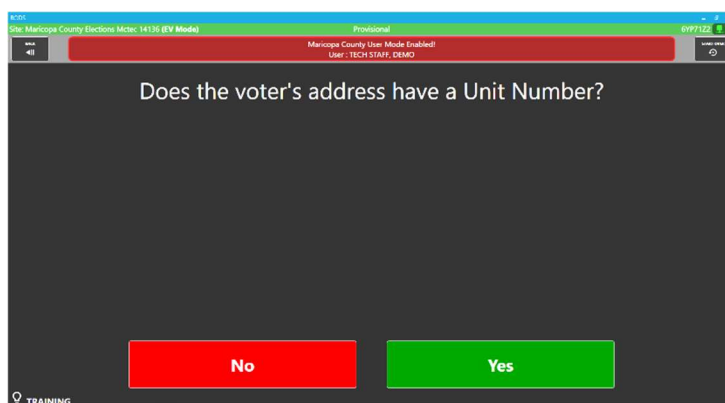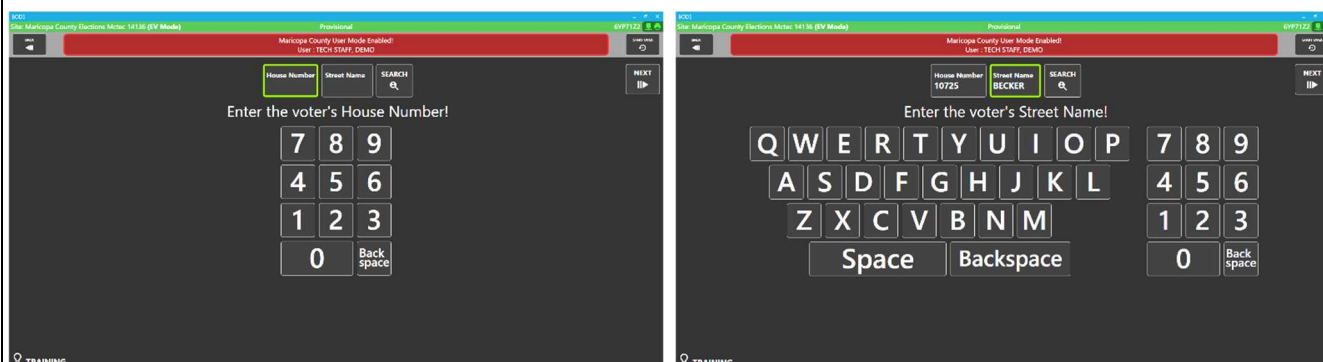
Checking in Voters – ID does not Scan/No ID, continued

9. Voter enters their name and touches **Next**.

10. Voter enters their Birth Year, Month and Date. Touch **Next**.

11. Voter enters their Phone Number, Driver License, Last 4 of their SSN, and their party preference. Touch **Next**.	12. Does the voter have a former name? If they do, the Poll Worker may be able to find their record.

Checking in Voters – ID does not Scan/No ID, continued

13. Voter verifies the information.	**14.** Verify the voter's ID or select No ID.
15. Voter signs the signature pad.	**16.** Verify that the image looks correct.
17. Documents upload.	**18.** The ballot prints.

Clerk Duty:

- Remove the provisional ballot, affidavit envelope, and provisional ballot receipt from the BOD printer.
- Point to the name on the affidavit envelope and confirm with the voter that the name matches.
- "W" fold the ballot according to the instructions on page 101.
- Explain to the voter that they need to sign, date, and provide a phone number (ONLY used to contact about a signature issue) on the front of the affidavit envelope.
- Once the envelope is signed, hand the ballot to the voter.
- The provisional ballot receipt is also given to the voter so that they may check the status of their ballot. For more information on the provisional ballot receipt, see page 106.
- Sites that have no BOD will have preprinted ballots. The affidavit envelope and provisional receipt that prints from the affidavit printer will be used to identify the correct preprinted ballot.

Checking in Voters - Accessible Voting Device

1. Voter touches the SiteBook screen to check in (English or Spanish).
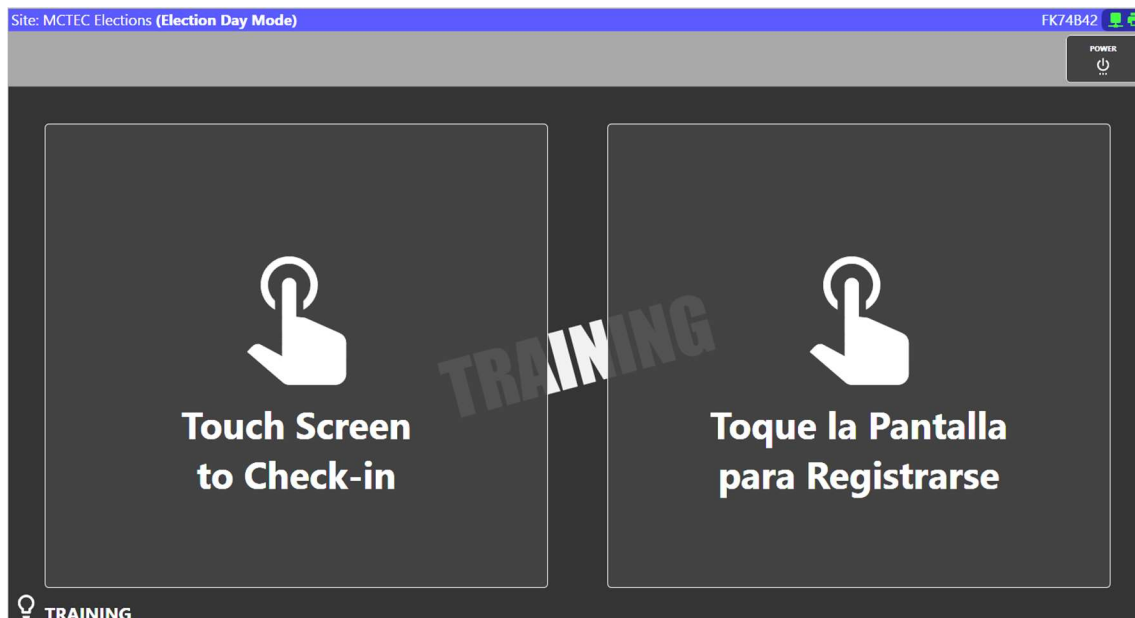
2. If voter selects Accessible Voting Device, Poll Worker will scan their site badge.
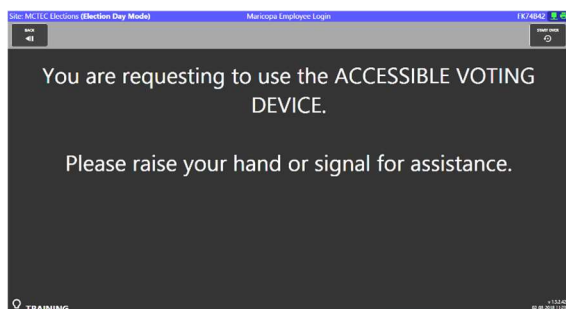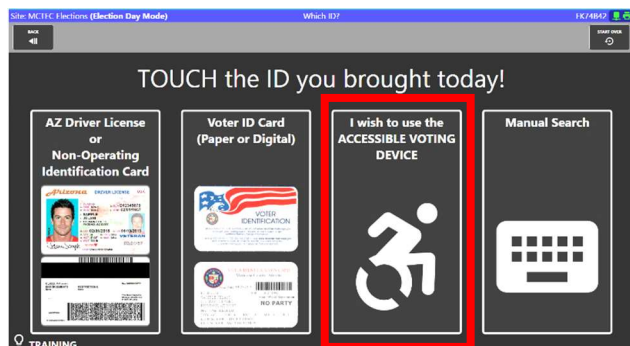
3. Verify the voter wants to use the Accessible Voting Device.

4. Voter scans ID or uses manual search according to the same procedures as voting a standard paper ballot. If the voter has ID which will scan (AZ Driver License/Non-Operating Identification Card or Voter ID Card with barcode), go to page 76. If the voter has ID that will not scan or does not have ID, go to page 80.
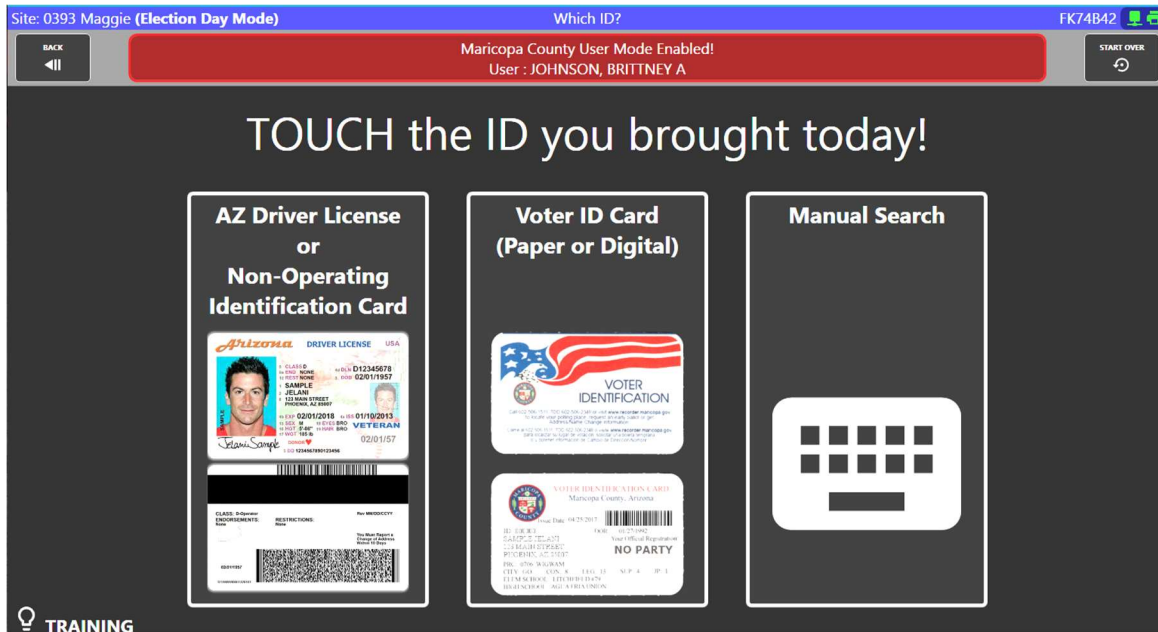
5. At the end of the process, the printer prints the affidavit envelope and Accessible Voting Device ballot activation information, which serves as the control slip for that ballot and contains a code to activate the ballot on the Accessible Voting Device. That form does not go with the voter. Place it in the Red Transport Box.
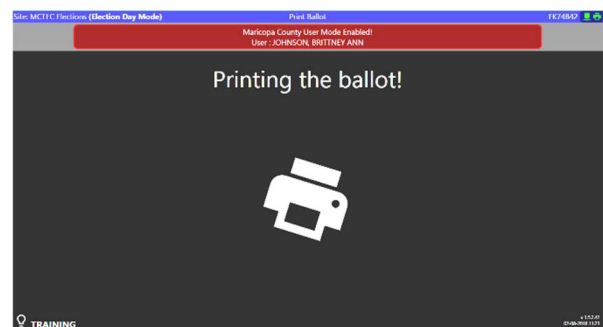
Follow instructions to activate the ballot on the Accessible Voting Device (see page 103).

On Election Day, standard ballots printed from the Accessible Voting Device printer will be inserted into the tabulator. Provisional ballots will go into envelopes and the drop box.

Common Questions - SiteBooks

Where is the power button and what does it do?	**The power button is on the top right corner of the screen, possibly hidden by the scanner. It is used to access Poll Worker functions such as clocking in and out, internal options, and restarting/shutting down the terminal.**
Why is the scanner flashing?	**This means that assistance is needed from the Inspector or Judge and the Poll Worker site badge needs to be scanned.** **The scanner will flash when voter's ID needs to be checked.**
Where is the back button and what does it do?	**The back button is located on the top left corner of the screen and it is used to return to the previous screen.**
Where is the start over button and what does it do?	**This button is on the top right corner of the screen when a voter is in the middle of the check-in process. It is used to cancel a voter's check-in. It takes you back to the main screen.**
Why is the connectivity icon red?	**If the connectivity icon is red, you have lost connectivity. Unplug the MoFi. Count to 10. Plug the MoFi back in, recheck in one minute. Reboot the MoFi.**
What can I do if the Driver License or voter ID card is not scanning?	**Use the Manual Search button (See page 80)**
What can I do if I cannot locate voter address using the SiteBook search?	**Do not use N, E, S, W or St, Ave, or Dr.** **Try Map.**

Challenged Voter

Any registered voter in Maricopa County may verbally challenge a voter on the grounds that:

- The voter is not the person whose name appears on the SiteBook.
- The voter has not resided in the State of Arizona or the Jurisdiction for 29 days prior to Election Day.
- The voter has already voted in this election.
- The voter has been convicted of a felony and has not had their civil rights restored.
- The voter is not a qualified elector. (Example, the voter is 17).

A voter who has moved from one address to another within the county is not subject to challenge because of residence. [A.R.S. §§ 16-591, 16-592 & 16-593]

CHALLENGED VOTER PROCEDURES

Only the Inspector may address questions to the challenged voter. If a voter is challenged, call the Hotline.

1. **Check to see if the person challenging the voter is a registered voter of the county.**
   If not, the challenge is invalid and the challenged voter shall be permitted to continue with the voting process as normal.
2. **Have the challenged voter step out of the line while the challenge is being determined.**
3. **The Inspector and two Judges determine the validity of the challenge.**
   The election board shall complete the Official Challenge List, which is part of the Challenge Procedures Special Instructions found in the voting location supplies.
4. **Check to see if the voter being challenged is registered.**
   If the challenged voter is registered, the voter must take and subscribe to the oath prescribed in the "Affidavit of Registration" form in supplies. While under oath, if the challenged voter chooses, they may answer questions material to the challenge.

A provisional ballot shall be cast if the challenged voter refuses to answer questions material to the challenge **OR** the challenged voter does not subscribe to the affidavit of registration.

If a majority of the election board finds the challenge to be **invalid**, and the voter is otherwise qualified to do so, the voter shall be permitted to vote a regular ballot. Regardless of the determination, the voter retains the right to vote a provisional ballot.

Section Seven

Updating Voter Registration

If a voter's name or address changed and has not been updated on his or her voter registration, the Voter Registration Clerk is able to assist that voter by helping to update that name or address using the SiteBook. This will update the voter's registration and allow them to vote a standard ballot.

Updating a voter's registration begins in the same way as any check-in. The voter touches the screen to check in and selects the ID that they brought or uses Manual search to find their voter record. The SiteBook then asks for a confirmation of name and address. If a voter indicates that either the name or the address is not current, the name or address change process will begin.

Updating Voter Registration

1. Voter touches the SiteBook screen to Check-in (English or Spanish).

2. The voter begins check in by selecting the type of scannable ID they brought, indicating that they wish to use the Accessible Voting Device, or using manual search.
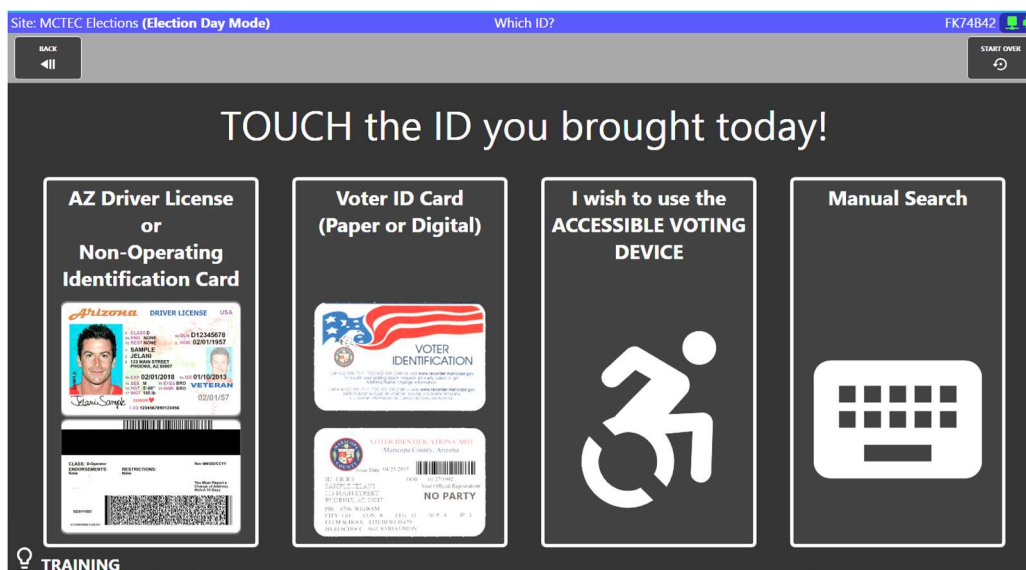
3. Once the voter's record has been found, the SiteBook will ask for a confirmation of name and address first. If the information on file does not match the voter's current information, this will initiate a voter registration update process.

4. Voter Registration Clerk, scan your site badge. Note: If a voter ONLY selects address change, the first screen to appear after a voter inputs the last four digits of the SSN +will be from step 8.

Updating Voter Registration, continued

5. The voter enters the last 4 digits of their social security number.

6. For a name change: The voter enters their new information into each box. Double tap a box to clear it and enter new information.

Updating Voter Registration, continued

7. If name is the only change, press **Done** and proceed to step 11. If not, continue by selecting the **Next** button in the top right corner.

8. For address change: Voter first enters their House Number.

Updating Voter Registration, continued

9. Voter enters their Street name. Do not include N, E, S, W or Ln, St, Ave. For a street number, only include the number (for example, 3rd becomes 3). Touch the **Search** button and select the voter's address from the list.

10. If the voter's address has a Unit Number, such as an apartment number, select **Yes** and enter. If not, select **No** to continue.

Updating Voter Registration, continued

11. The voter verifies that all the information is correct.

12. Voter Registration Clerk, select the ID the voter brought. For this process, the address the voter is changing **to** is the current address, and the address they are changing **from** is the former address.

Updating Voter Registration, continued

13. Voter answers the following questions.	

14. Voter signs the signature pad.

Updating Voter Registration, continued

15. Voter verifies that the information is correct.

16. The change is processed. This may take up to a full minute due to the information being processed through secure channels, not through the Internet. After this is complete, the SiteBook will automatically return to the beginning of the voter's check in where the system seeks confirmation of current name and address. See step 4 of Checking in Voters – ID that Scans on page 76.

Section Eight

Voting

The Voting Process - After Check-In

The voting process begins as soon as the voter walks in to the voting location. Direct the voter to the SiteBooks to begin the check-in process as outlined in sections 6 and 7 of this manual. When the check-in process is successfully completed, the voter proceeds to Ballot Pick Up Area to receive their voting materials.

In voting locations with BODs, voter materials (ballots, affidavit envelopes or control slips, and any provisional receipts) will print from the BODs.

In a voting location where there is no BOD, preprinted ballots will be available and voter materials (affidavit envelopes or control slips and any provisional receipts) will print from the affidavit printer.

Clerks will need to watch printers closely and load paper and envelopes as needed per pages 49-54.

This section focuses on the process of assisting the voter in obtaining their voting materials and casting their ballot successfully.

The Ballot

- The Clerk will remove the items from the printer and verify that the ballot code matches on all items. If there is no BOD at your location, the Clerk will be matching to preprinted ballots.
- Before handing the ballot to the voter, confirm with the voter that the affidavit envelope or control slip belongs to them by pointing to the name printed on the envelope or control slip and asking the voter to confirm their name.
- "W" fold the ballot and hand it to the voter along with the affidavit envelope, and, if applicable, the provisional ballot receipt. For more information on folding the ballot, see the next page.
- Provide the voter with a Sharpie to mark their ballot, which they can drop into a bucket for used Sharpies before exiting the voting location.
- Have the voter sign and date the envelope. Phone number is optional and the voter will only be contacted in case of an issue with the signature.
- On Election Day, standard ballots will not need to be folded and will be inserted into the tabulator.

Voters will vote their ballots by filling in the ovals with the ballot marking pen provided. At the top of the ballot there will be instructions on how to fill in the oval.

Affidavit Envelope

Ballot

Control Slip

Folding the Ballot

Provisional ballots and early votes must be placed in affidavit envelopes. The ballot should be "W" folded to go into the envelope. There are a couple of reasons for folding the ballot this way.

1. The ballot header will be at the top and will hide the voter's ballot selections.
2. The ballot will drop down into the bottom part of the envelope ensuring the ballot is not cut when the envelope is opened for tabulation.

The "W" fold is not always intuitive, so to prevent any mistakes, the Clerk will "W" fold the ballot prior to handing the ballot to the voter.

Step 1: Begin with an unfolded ballot.
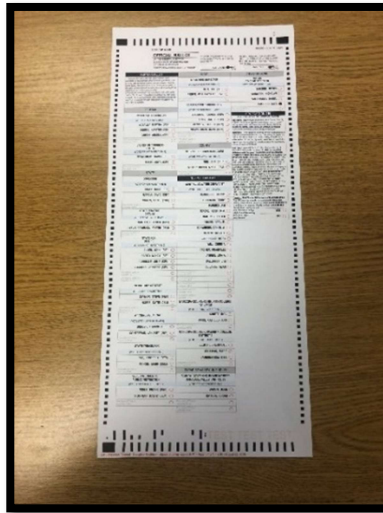
Step 2: Take the bottom of the ballot and fold upwards along the middle to meet the top. The edges do not have to line up.
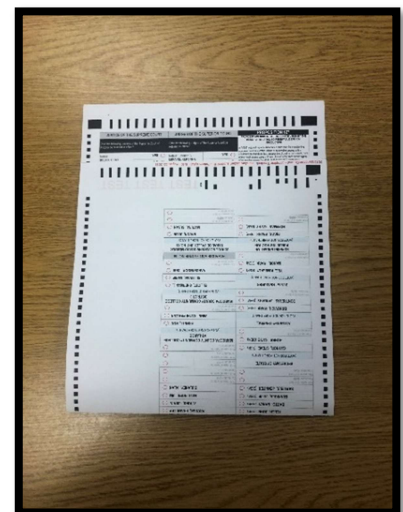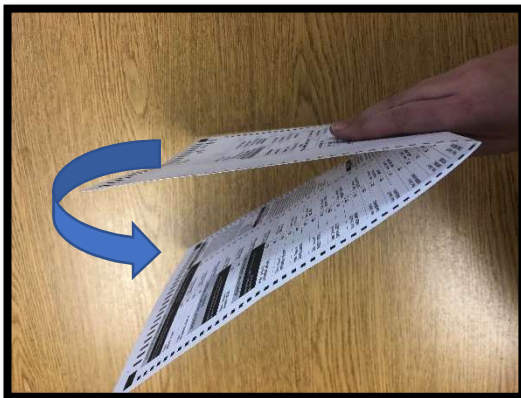
Folding the Ballot, continued

Step 3: Take the top of the front sheet of the ballot. Fold this in half downward. At this point you will still not have touched the top half of the ballot. Now flip the ballot over.
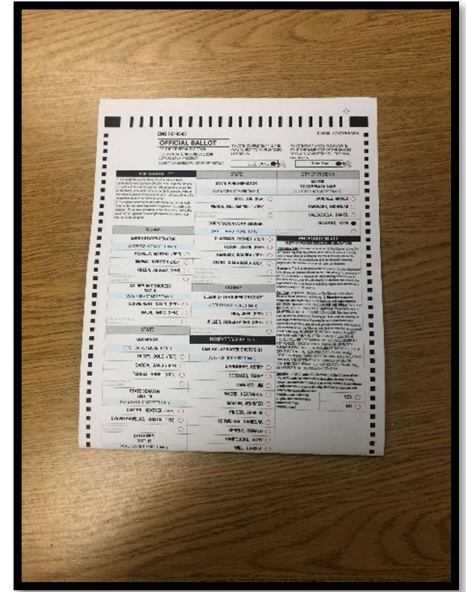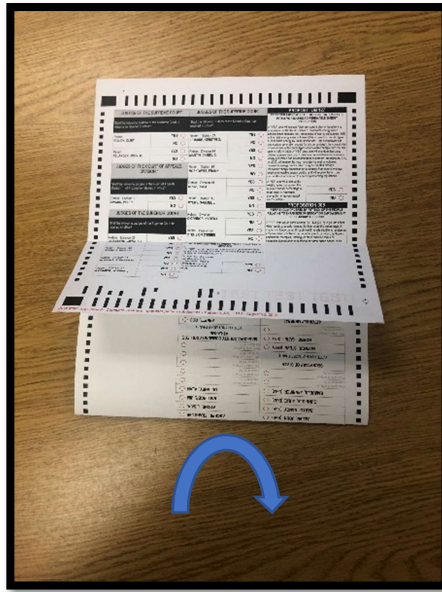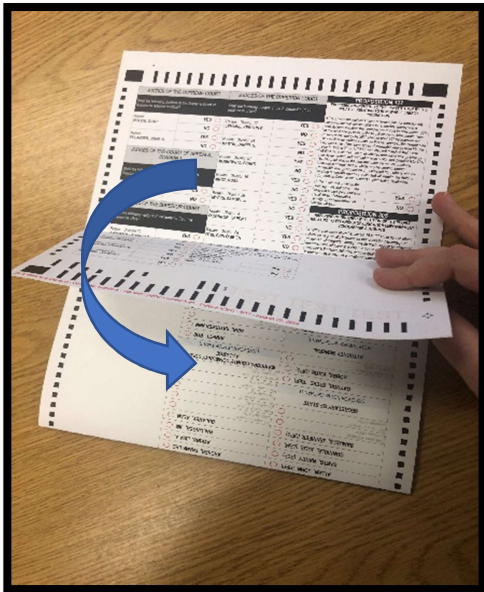
Step 4: Take the top of the half of the ballot now facing you and fold it in half downward to meet the end. The ballot should now make a "W" shape.
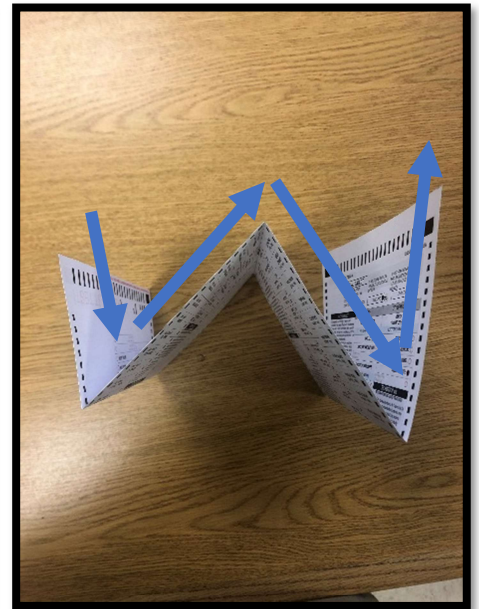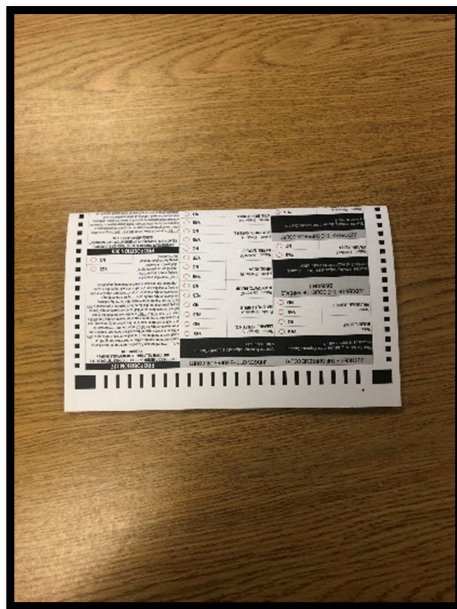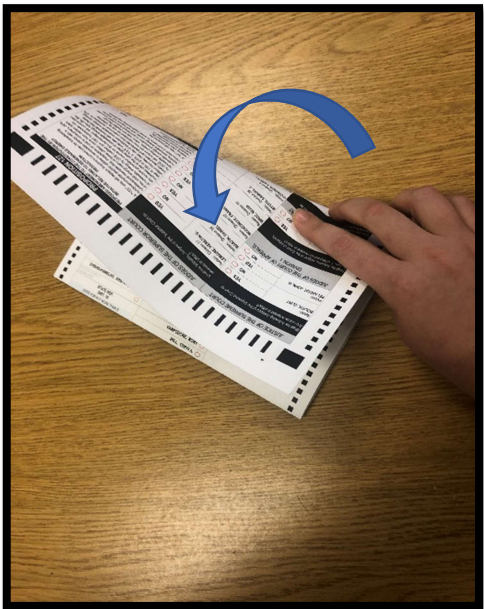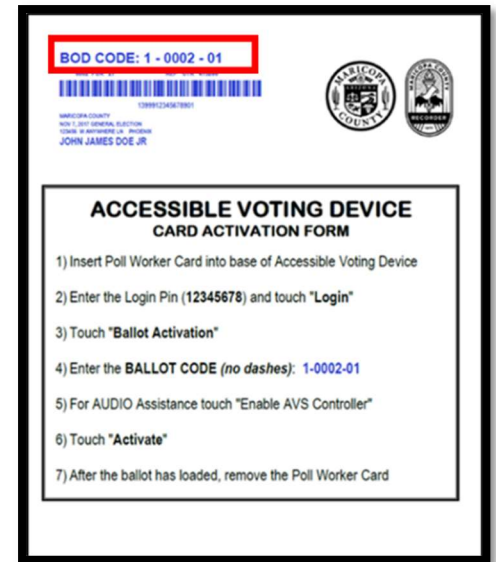
The Accessible Voting Device

Activating a Ballot

Using the SiteBook, the voter will check in by touching the **Accessible Voting Device** button on the screen and following the check-in process.

Once the voter's Accessible Voting Device Card Activation Form has printed, ask the voter to verify that their information is correct on both the form and the affidavit envelope. **The Poll Worker maintains possession of the Activation Form**.

The Inspector escorts the voter to the **Accessible Voting Device** and inserts the **Poll Worker Card** into the base of the Accessible Voting Device.

Above the "Enter Login Code" touchpad, there are two tabs. Touch the tab that reads **Activate Ballot**.

Enter the **BOD CODE / BALLOT CODE** from the Activation Form / Control Slip with no dashes. **For a Provisional or Conditional Provisional Ballot, you must enter the letters "PV" at the end of the BOD code.**
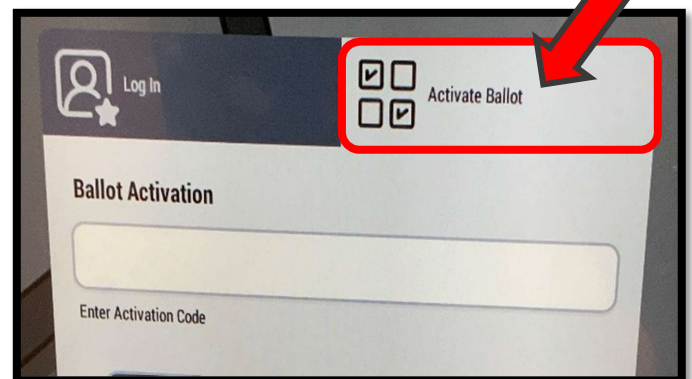
If the voter needs audio assistance or would like to use the controller, touch the square that says "**Enable AVS Controller**" so that a check mark appears in the box. Then, touch **Activate**.

The voter may select an English or Spanish Ballot. If the controller was activated, the voter may also select the type of accommodation desired. Once the ballot is visible on the screen, remove the Poll Worker Card and allow the voter to continue the voting process in private.

The Accessible Voting Device, continued

For this election, voters will be able to add **Write-ins** to their ballot on the Accessible Voting Device by selecting the write-in option and typing in the candidate's name. Note that when using "Enable AVS Controller," the voter may need to select each letter twice to make it appear on the line.

When the voter has made their selections and their paper ballot has printed, instruct the voter to insert the ballot into the Affidavit Envelope and put the envelope in the Envelope Drop Box.

On Election Day, provisional ballots with envelopes will go into the drop box, but voters with standard ballots (no envelope) will insert them into the Precinct-Based Tabulator. **A provisional ballot from the Accessible Voting Device that was activated with the letters "PV" at the end of the BOD code will not be accepted by the Precinct-Based Tabulator.** The tabulator will give an error message indicating the ballot must be inserted into an envelope and dropped into the Envelope Drop Box.

Activation Forms go into the Red Transport Box.

Provisional Voting

Provisional ballots are ballots that must be researched to ensure the voter is eligible to vote in the election before they are able to be counted. Each ballot is researched, and if that provisional ballot is determined to be eligible, it is counted just like a standard ballot. In 2016, over 70 percent of the provisional ballots received by Maricopa County were counted after research.

The voter will be notified of their option to vote provisionally when they are checking in on the SiteBook. The voter will also complete information needed to vote provisionally through the SiteBook. A voter may be offered a provisional ballot for various reasons including, but not limited to, the following:

- Voter cannot be found in the SiteBook
- Voter registration is no longer active or voter is not registered
- Voter already voted an early ballot that has been received and counted
- Voter has already spoiled two (2) standard ballots
- Voter has insufficient ID to vote a standard ballot or has no ID
- Voter is voting in the wrong precinct (applies to polling places, not vote centers)

Regardless of the reason, two items will print on the affidavit printer in addition to the voter's ballot printing from the Ballot on Demand (BOD) printer- the affidavit envelope and the provisional receipt.

Voters can track their provisional ballot at
Recorder.Maricopa.Gov/ProvisionalBallotStatus/.

Affidavit Envelopes

Provisional affidavit envelopes will only print if the voter is offered a provisional ballot. Like the envelopes for standard ballots, the voter's name and address will print on the affidavit envelope. Once the voter has verified the information is correct, the voter will sign, date, and provide a phone number on the front of the envelope. The word "provisional" will be printed on the envelope.

A blank, unprinted envelope **cannot** be used. The envelope must have gone through the affidavit printer in the correct direction and have the voter's name and a barcode printed on it. To ensure the envelope is printed correctly, see pages 52 and 54.

Provisional Receipt

Receipts will print for each provisional ballot. The receipt is given to the voter to check the status of their provisional ballot using the affidavit ID.

The provisional receipt is used to match to the correct affidavit envelope and ballot. Verify that the BOD Code on all three items match and that the name on the provisional receipt and the affidavit envelope match.

Provisional Receipt	Ballot	Affidavit Envelope

Affidavit Envelopes must be signed and dated. Envelopes missing signatures delay the provisional research process. More importantly, a missing signature may mean that the voter's ballot will not be counted.

When handing the folded ballot, the envelope, and the provisional receipt to the voter, make sure to convey the following information:

"Please sign and date your affidavit envelope and add a phone number. The phone number is ONLY in case we must contact you regarding an issue with your ballot signature. To complete your ballot, fill the appropriate ovals with the ballot marking pen. Once you have finished voting, place the ballot in the envelope, seal it, and place it in the Envelope Drop Box."

Conditional Provisional Voting

If a person is unable to provide sufficient identification, the voter will be offered a conditional provisional ballot. In this situation, the voter has 5 days after Election Day for federal elections and 3 days after jurisdictional elections to provide identification. The Poll Worker will provide the voter with a **Conditional Provisional Sites List.** These will either be available in your supplies or print from the affidavit printer. The voter may choose to bring their identification to the Elections Department, an open city/town clerk's office, or an open voting location. If the voter returns to an open voting location, the Poll Worker completes a **Proof of Identification** form and places it in the Completed Forms Envelope.

Curbside Voting

Curbside voting is available for any voter who cannot feasibly enter the voting location. When a voter needing assistance pulls up to the curb or accessible parking space, they may either call the Hotline number or send someone inside to ask for assistance. If the voter calls the Hotline number, County Elections Staff will notify the Inspector by phone that a voter is waiting and provide a description of the voter's vehicle.

1. **Marshal**
   - Takes a Curbside Affidavit out to the voter to get voter's information. The voter completes the affidavit and signs the middle.
   - Checks the voter's ID and verifies that it is not expired.
   - Brings the completed form to the Inspector.
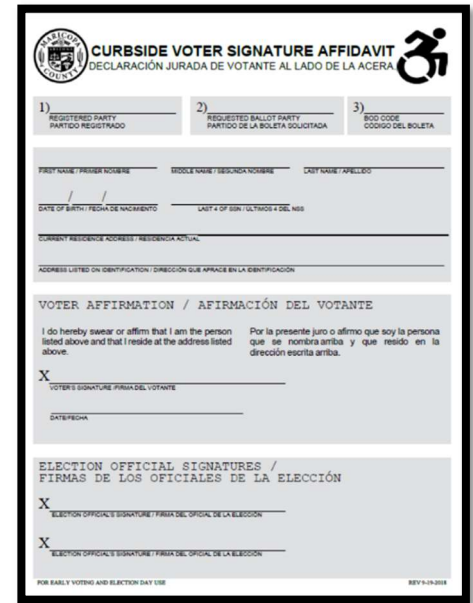
2. **Inspector**
   - Uses the completed Curbside Affidavit to check in the voter on the SiteBook.
     - Selects the Manual Search button.
     - Enters the voter's information.
     - When at the signature screen, writes "<u>Curbside</u>" on the signature line.
   - Collects the ballot and Affidavit Envelope (if any) and gives them to the Marshal.

3. **Marshal with a Poll Worker of a different political affiliation**
   - Takes these items to the voter in a secrecy folder:
     - Ballot, marking pen, Affidavit Envelope (if any) and Provisional Receipt (if any)
     - "I Voted" sticker
   - Allows the voter to make their selections. Once the voter has completed their selections, instructs them to place their ballot:
     - In the Affidavit Envelope (if any), then sign and date the envelope.
     - In the secrecy folder on Election Day if standard ballot with no envelope.
   - Returns the ballot or Affidavit Envelope to the secrecy folder. Hands the secrecy folder to the Inspector.

4. **Inspector**
   - Removes the Affidavit Envelope from the secrecy folder and puts it in the Envelope Drop Box, or removes a standard ballot with no envelope from the secrecy folder and inserts it into the tabulator if it's Election Day.
   - Ensures the Curbside Affidavit is signed and places it in the Completed Forms Envelope.

Emergency Voting

What is Emergency Voting?

"Emergency" refers to any unforeseen circumstance that would prevent the voter from voting at the polls on Election Day. Eligible voters who experience an emergency between 5:00 p.m. on the Friday preceding the election and 5:00 p.m. on the Monday preceding the election, may vote at an emergency voting center in the manner prescribed by the Board of Supervisors. See A.R.S. §16-542(H).

Before receiving a ballot at an emergency voting location, a voter must provide identification. The voter must also sign a statement under penalty of perjury attesting that they have experienced an emergency preventing them from voting on Election Day. See A.R.S. §16-542(H) and A.R.S. §16-246(F)(2).

What do I tell a voter at my location during Emergency Voting?

Poll Workers should tell voters that this is the emergency voting period. Explain to them that by checking in and signing the Affidavit Envelope, they are attesting that they are experiencing an emergency that will make them unable to vote on Election Day.

Poll Workers should not inquire as to a voter's specific emergency. If you have provided the explanation above and the voter wishes to continue, check the voter in as you normally would.

Below is the verbiage that appears on the white envelope regarding emergency voting. Verify that you have envelopes with this verbiage prior to the emergency voting period.

> **FOR EMERGENCY VOTING ONLY**
> **I declare the following under penalty of perjury:** **I am experiencing, or have experienced, an emergency after 5:00 p.m. on the Friday immediately preceding the election and before 5:00 p.m. on the Monday immediately preceding the election that will prevent me from voting at a polling place.**

Spoiling a Ballot

A voter may spoil **two** ballots at a voting location, after which they will be offered a provisional ballot. A ballot will need to be spoiled if a voter has made an error or has overvoted (selected more than one option for any contest, such as both "yes" and "no"). Spoiling a ballot is the responsibility of the Inspector, and is the only time any Poll Worker should touch a voter's ballot after the voter has received it.

If a voter wishes to spoil their ballot and receive a new one, they must check in again using the SiteBook and a Poll Worker must indicate that the original ballot has been spoiled.

If a voter has difficulty completing their ballot, offer the use of the Accessible Voting Device. When using the Accessible Voting Device, the voter can make their selections as many times as needed before finalizing the ballot. This prevents another spoiled ballot.

Spoiling the Ballot

Once the voter has handed you the ballot they wish to spoil, make the following marks **on the ballot**.

Mark through the timer marks on the top and bottom of the ballot.

Write the word "SPOIL" in all capital letters diagonally across the ballot in large print.

Do not tear the ballot. Place it in the Clear Official so that it is ready for audit.
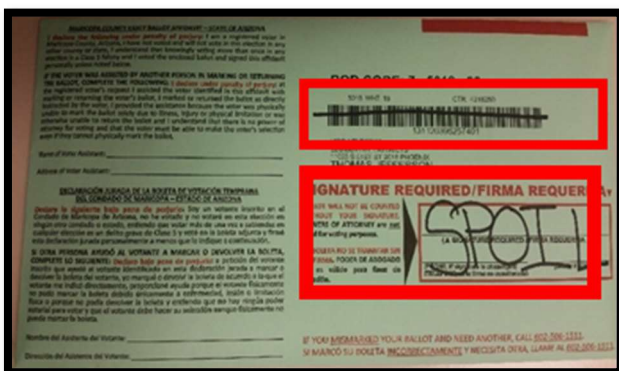
Spoiling the Envelope

Draw a line through the barcode.

Write the word "SPOIL" in all capital letters in the Red Signature Box.

Do not tear the envelope. Place it in the Clear Official so that it is ready for audit.

Section Nine

Nightly Closing

Nightly closing is for locations that are open during early and emergency voting. Poll Workers will begin nightly closing after all voters have left the voting location.

Accessible Voting Device Nightly Procedure

☐ Ensure that the Inspector has the Poll Worker Card. The card should never be left in the device.

☐ Leave the device powered **ON** at all times.

☐ Shield the device using the Privacy Screen.
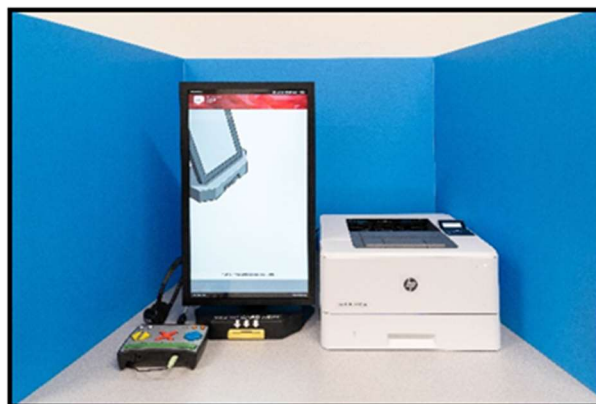
Nightly Closing Checklist

Inspector/Judges:
- ☐ Ensure <u>ALL VOTERS</u> have left the Vote Center <u>BEFORE</u> starting closing procedures. Then, you may delegate tasks to each of the Poll Workers.
- ☐ Ensure Accessible Voting Device is left **on** and shielded with the privacy screen.
- ☐ Verify that these items are placed under the table:
  - o Unused affidavit envelopes
  - o Unused ballots from the printer feed tray
- ☐ Complete and send Physical Inventory Count for supplies.
- ☐ Confirm that all staff have completed their closing tasks.
- ☐ Assist all Poll Workers with Clock-Out procedures, and Restart Application on every SiteBook.
- ☐ Before leaving the site, confirm that you have all of your entrusted keys/cards.

Marshal:
- ☐ Announce at closing time that the polls are closed.
- ☐ Stand at the end of the line until the last voter has used the SiteBook.
- ☐ Bring in all signage from outside.
- ☐ Pull the Red Curbside Voting Stand away from the curb and out of view where the phone number will not be seen during closed hours.

Clerks:
- ☐ Place unused affidavit envelopes under the table.
- ☐ Place unused blank ballots that were in the printer feed tray under the table.

Section Ten

Election Day

The Precinct-Based Tabulator should be set up on the day before Election Day and ready for the opening of the polls (see page 63).

Election Day Checklist

Before opening on Election Day (Tuesday, August 4), ensure these tasks have been completed.

☐ Opening the Voting Location procedures starting on page 65

☐ Complete the Precinct Ballot Report Opening Polls section (sample on page 146)

☐ Open the Precinct-Based Tabulator per instructions starting on page 114

Open the Precinct-Based Tabulator

1. Ensure that the unit is plugged in by checking that the orange light to the right of the locked Administrator Door is on.

2. To the left of the 3 LED lights next to the Administrator port door, insert a stylus into the hole and hold for 2 to 3 seconds. The tabulator will power on and emit a sound.
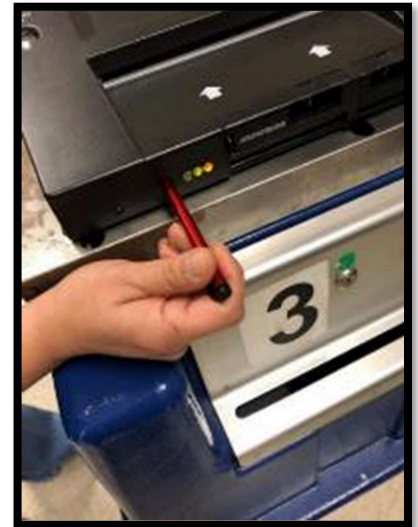
3. Once the tabulator shows a "Verifying Configuration Files" message, the Ready screen will appear. Confirm that the bottom left corner reads "Ballot Counter: 00000." If it reads any differently, call your Troubleshooter immediately.
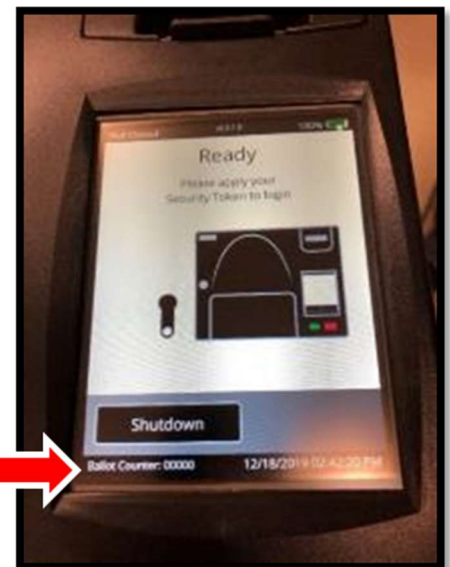
4. Place the black Security Key against the Security Key button area on the top left of the tabulator. Enter the provided password and tap **Enter.** It will verify election files, then ask you to confirm the time and date. Choose **Confirm**. The Main Menu screen will appear.

Open the Precinct-Based Tabulator continues on next page.

Open the Precinct-Based Tabulator, continued

5. Tap **Poll Management** and again enter your password
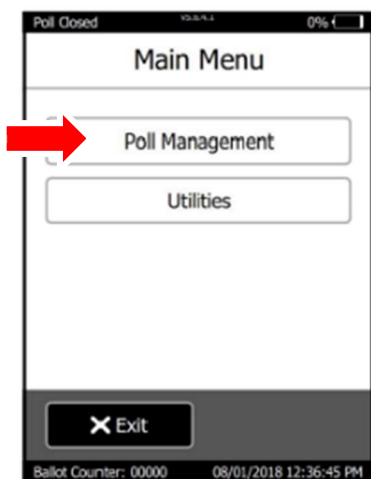
6. From the Poll Management screen, tap **Open Polls…**
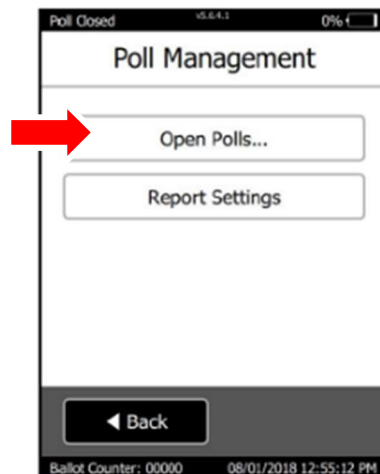
7. Print the Report and select **Next.**
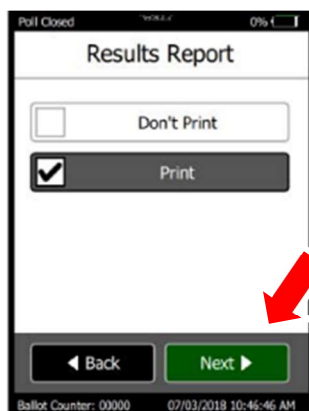
8. On the page that shows, choose 1 copy and click **Next**.
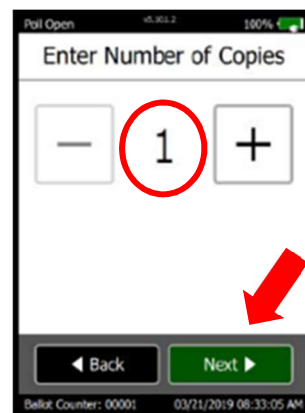
9. The message "Printing in progress" will appear as the thermal report printer prints the "zero report."
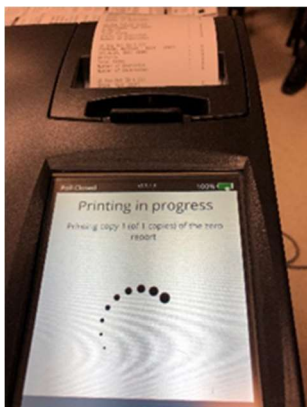
10. The Open Poll Confirmation screen will appear. Confirm that you wish to open the poll.

Open the Precinct-Based Tabulator continues on next page.

Open the Precinct-Based Tabulator, continued

11. Confirm the following:

a. Report header displays the correct facility number and voting location name and/or District number

b. Serial number matches the tabulator's serial number, located on the right hand side of tabulator

c. Total Scanned is zero and Total Voters is zero

Leave the zero report attached to the tabulator. At the end of the night when the first results tape prints it will be one continuous report to be placed into the Clear Bubble Pack.
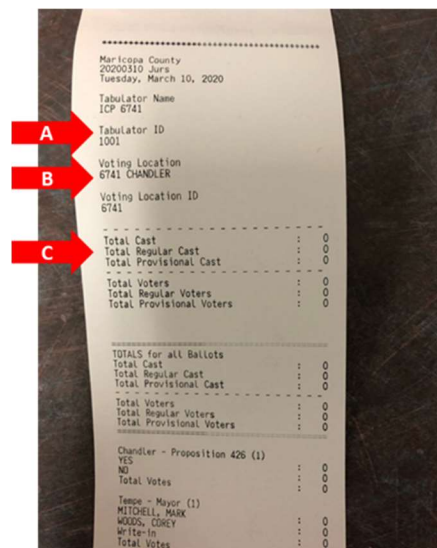
12. Touch **Continue** and polls will open.

13. From the lower left-hand corner of the Please Insert Ballot screen, ensure the Ballot Counter field displays 00000.

14. The Please Insert Ballot screen will appear with the status "Poll Open" displayed in the top left-hand corner.
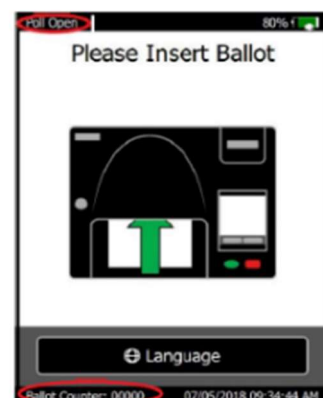
The tabulator is now ready to accept ballots.

Standard Ballots and Control Slips

Vote Centers have been open prior to Election Day and all ballots have been inserted into Affidavit Envelopes and dropped into the Envelope Drop Box during the early and emergency voting periods.

Election Day means a transition to using the Precinct-Based Tabulator for voters to submit standard ballots. Instead of an Affidavit Envelope printing for a standard ballot, a control slip will print. Once the control slip is used to identify the voter's ballot and the ballot is issued to the voter, the control slip can be dropped into the red transport box.

Provisional ballots will continue to be inserted into Affidavit Envelopes and dropped into the Envelope Drop Box.

Poll Workers will need to ensure the following:

- Clerks ensure that a provisional ballot is folded ("W" fold) before the voter leaves the ballot pick up area, and that the voter has signed and dated their Affidavit Envelope.

- Marshals ensure that no provisional ballots are submitted to the tabulator. Watch for folded ballots and envelopes. If you see a voter with a folded ballot, ask if they were provided with an envelope. Direct these voters to the Envelope Drop Box.

- Inspectors ensure that any voter using the Accessible Voting Device that is voting provisionally fold their ballot and insert it into their Affidavit Envelope. Provisional ballots printed from the Accessible Voting Device printer must not be submitted to the tabulator.

- Judges ensure that only Affidavit Envelopes that are signed, dated, and sealed are dropped into the Envelope Drop Box.

Monitoring the Precinct-Based Tabulator

The **Marshal** is in charge of monitoring the Precinct-Based Tabulator.

The Precinct-Based Tabulator is the black unit on top of the blue box. Voters will insert their completed, standard ballots into the front of the tabulator. The machine will read, tabulate, and capture digital images of the ballots, which will be saved to the memory cards in the Administrator and Poll Worker doors.

Ballots that are read by the tabulator will drop into the area behind Doors 1 and 2. The screen will alert the voter whether or not the ballot has been cast successfully.

Standard Ballots

Standard Ballots

Misread Ballots

If the ballot has not been cast successfully, the ballot is likely blank or overvoted. If this is the case, the buttons below the screen (**Cast-Green Oval**, **Return-Red Rectangle**) will light up and the Marshal will alert the voter that they have a decision to make and refer them the screen, which will have more information. The voter may need to use arrow buttons to scroll down to read all of the information. From there, the voter may decide to press the **Return** button to either mark their ballot or spoil their ballot and receive a new one, or press the **Cast** button to cast their ballot as is.

If the ballot is being rejected by the Precinct-Based Tabulator, check the top of the ballot for the words "**Provisional**" or "**Early**." If you see these words, the voter is attempting to cast a provisional ballot or early voting ballot through the tabulator. These ballots require an Affidavit Envelope.

Monitoring the Precinct-Based Tabulator, continued

If you have any doubt regarding a ballot being tabulated and the ballot is unable to be reinserted to the tabulator for some reason, insert the ballot into Door 3. These ballots will go into the Misread Ballots Envelope to be reviewed by the Elections Department. If they have not been tabulated, the Elections Department will tabulate them. Please be sure the Misread Ballots Envelope has your location on the envelope either with a location sticker or written by a Poll Worker.

Section Eleven

Election Night Only

Election Night Only (Tuesday, August 4)
Ensure that all voters have finished voting before beginning the Election Night Closing procedures in this section.

Be sure you have all Closing Polls numbers for your Precinct Ballot Report (see sample starting on page 146) before shutting down any equipment.

Do not or seal any envelopes, bubble packs, boxes or bags until you are certain you will no longer need your cards, keys, or site badges.

Inspector/Judge Closing Checklist

☐ Assign a Poll Worker to close and pack the Accessible Voting Device (pages 129-131)

☐ Verify that all Poll Workers have begun their appropriate position's closing checklist (pages 123-124)

☐ Begin Closing Polls section of the Precinct Ballot Report

☐ Close the Precinct-Based Tabulator (pages 125-126)

☐ Pack the Black Canvas Bag and Clear Bubble Pack (pages 127-128)

☐ Shut down any Ballot on Demand Systems and Printers (page 133)

☐ Verify that the Clerks have packed the transport boxes with the **BLUE** lids and completed their closing checklist (page 124)

☐ Verify that the Marshal has completed their closing checklist (page 123)

☐ Clock out all Poll Workers once all closing checklists are completed but before closing and packing all SiteBooks. NOTE: One hour will be added to all Poll Workers' clock out time for pay purposes. (pages 134-136)

☐ Pack the **RED** transport box using the Delivery Drop Off Checklist (page 122)

☐ Verify all items are packed in the yellow/green bags according to the packing checklist (page 137)

☐ Stack all election supplies as neatly as possible in the corner of the room

☐ Call your Troubleshooter before leaving for the Receiving Site

☐ Bring the Clear Bubble Pack, Black Canvas Bag, and **RED** and **BLUE** transport boxes to the Receiving Site

NOTE: Delivery must be done with either two (2) people with different political affiliations or a Deputy Registrar alone.

Delivery Drop Off Checklist

Do NOT leave until you have spoken to your Troubleshooter and they have released you to go to your Receiving Site.

Upon completion of the checklist below, the Inspector and a Poll Worker of a different party, OR a Deputy Registrar (DR) alone will take these <u>4 items</u> to the designated Receiving Site.

1. The sealed Bubble Pack with:
   - ☐ Precinct-Based Tabulator **Poll Worker** Results Memory Card
   - ☐ Inspector wristlet with keys
   - ☐ Totals Tape #1 from Precinct-based Tabulator

2. Packed and sealed **RED** transport box:
   - ☐ All Site Badges
   - ☐ Control Slips and Accessible Voting Device Activation Forms
   - ☐ Accessible Voting Device Poll Worker Card
   - ☐ Completed Forms Envelope (with location listed)
   - ☐ Clear Official (with location listed)
   - ☐ Completed Precinct Ballot Report (with location listed)

3. Packed and sealed **BLUE** transport box:
   - ☐ Early Ballots
   - ☐ Completed Provisionals
   - ☐ Misread Ballots Envelope with any ballots from Door 3 of tabulator box

4. Packed and sealed **BLACK** canvas bag
   - ☐ Voted ballots from the Precinct-Based Tabulator
   - ☐ Totals Tape #2 from Precinct-Based Tabulator

<u>You are now ready to contact your Troubleshooter so they can release you to go to your Receiving Site.</u>

Marshal Closing Checklist

☐ 60 minutes before, 30 minutes, 15 minutes, 1 minute before, and at 7:00pm announce: "The polls will be closing in XX minutes / are now closed." **Required by Arizona Law**.

☐ If a line has formed, stand at the end of the line of people waiting to vote until the last voter has used the SiteBook. Anyone in front of you is eligible to vote. Any one that arrives after you should be kindly informed that they are too late and not eligible.

☐ At 7pm, if there are more than 6 people in line to vote, call the Hotline at 602-506-2010.

☐ Remove and bring in all signage from outside. Place in a corner of the voting location with the other supplies.

- Orange and Yellow Sandwich Boards
- Any paper signs taped to walls/windows
- Accessible parking signs (if any)
- Red curbside standing signs

☐ Remove all interior signage that is posted and throw away.

- Sample ballots
- No Smoking
- Instructions To Voters And Elections Officers
- Required ID

☐ Break down and pack up the voting booths (page 132)

Clerk/Voter Registration Clerk Closing Checklist

☐ Take one **BLUE** transport box over to the Envelope Drop Box to begin the ballot transport process.

☐ Using the Inspector's gold key, unlock both sides of the envelope drop-box and with two people remove the top. **(Not pulling out from the individual doors)**

☐ Place <u>all</u> of the Affidavit Envelopes, including provisional ballots, from the Envelope Drop Box into the **BLUE** transport box. Stack envelopes upright to fit as many into the box as possible.

☐ Place any loose ballots from the Envelope Drop Box in the Misread Ballots Envelope and place it in the **BLUE** transport box.

☐ Once a **BLUE** transport box is full, fill the second box if needed.

☐ Seal both sides of the **BLUE** transport box/boxes with beaded seals.

If ONLY ONE blue transport box is full, use BOTH SETS (four seals total) of zip seals to seal the box (this ensures all seals are returned). If there are TWO blue lid transport boxes full, use ONE SET of zip seals on each box
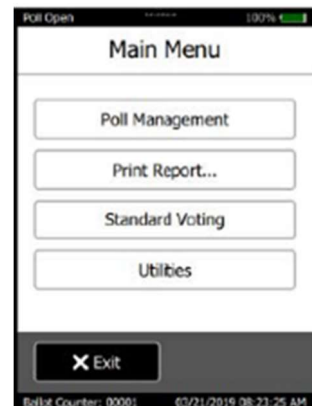

☐ Place loose papers from the Envelope Drop Box in the Completed Forms Envelope and place the envelope in the **RED** transport box.

☐ Pack unused/leftover supplies, forms, documents and cleaning supplies in bags/boxes accordingly.

Inspector - Close the Precinct-Based Tabulator

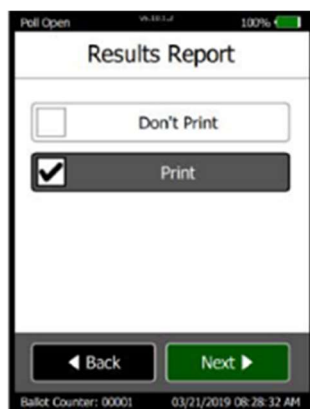|	
1. Place the black Security Key against the Security Key receptacle to access the Main Menu.	**2.** Tap **Poll Management**.
3. The "Please Enter Password" screen appears. Enter the password from your Inspector packet and tap "**Enter**."	**4.** Tap **Close Poll**.
5. The "Results Report" screen appears. Ensure **Print** check box selected. Tap **Next**.	**6.** The "Enter Number of Copies" screen appears. Tap "+" or "-" to select two (2) copies to be printed of the Results report.
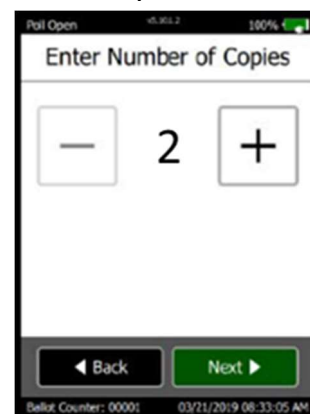
Close the Precinct-Based Tabulator continued on next page.

Close The Precinct-Based Tabulator, continued

7. The "Close Poll Confirmation" screen appears. Tap **Confirm**. The poll is now closed. Be sure to record the **Ballot Counter number** from the lower left part of the screen for your **Precinct Ballot Report**.	**8.** The "Printing in progress" screen appears. Ensure that the message "Poll Closed" is written in the upper left-hand corner.

9. The specified number of Reports is printed by the thermal printer. These are your Totals Tapes.

Tear off the Result Reports and process as follows:

- Place the first copy of the Results Report (this will be continuous with the zero report from earlier in the day) in the **Clear Bubble Pack.**

- Place the second copy of the Results Report in the **Black** Ballot **Bag.**

Pack the Black Bag

BLACK BAG

DO NOT PLACE ANY OTHER SUPPLIES IN THIS BAG OTHER THAN THE ITEMS LISTED BELOW

TOTALS TAPE #2

VOTED BALLOTS ONLY from DOOR #2 of the BALLOT BOX

Rev. 02/05/2020

Seal the black bag with a beaded seal.

Pack the Clear Bubble Pack

The **Clear Bubble Pack** will contain the information relating to the results of the election at your voting location. Therefore it is **critical to assemble and return correctly.**
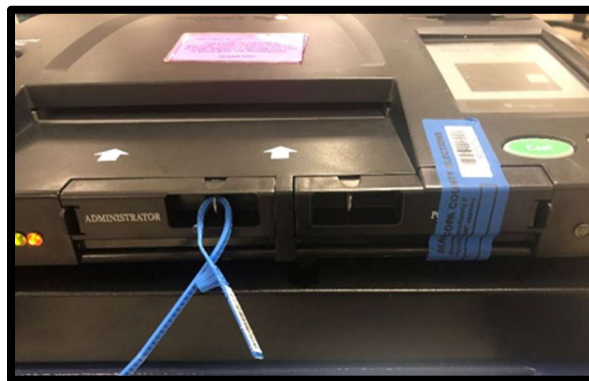
3 items from the Precinct-based Tabulator belong in the clear bubble pack.

1. **Results Report/Totals Tape #1**
2. **Results Memory Card**
3. **Wristlet with Ballot Box Key and Security Key**
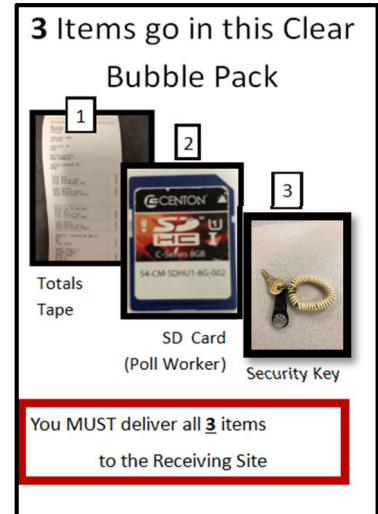
Removing the Results Memory Card

There are two doors on the front of the Precinct-based Tabulator.

One is labeled "Administrator." This door will have a zip tie seal on it. **Do NOT open this door for any reason**.

The other door is labeled "Poll Worker." This door will have a tamper evident sticker seal. If this seal accidentally becomes broken during the day, **call the Hotline.**

Peel this seal off and adhere it to the Precinct Ballot Report. (See page 146 for sample report.) Open door and remove the **Results Memory Card** and place it in the Clear Bubble Pack.

Finally, place the Inspector's wristlet with the ballot box key and security key into the pack.

The Clear Bubble Pack will be transported with all of the other bags and boxes to the Receiving Site. When you arrive, be sure to give the bubble pack directly to the Receiving Site workers.
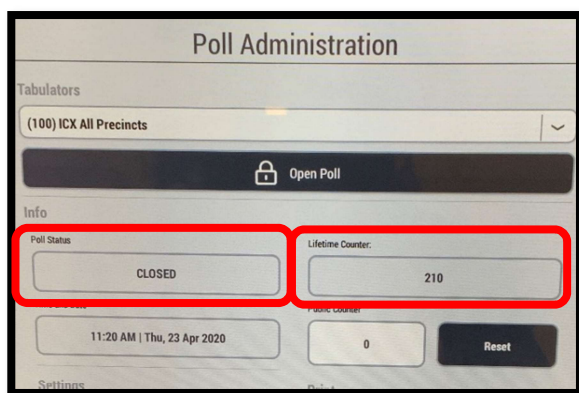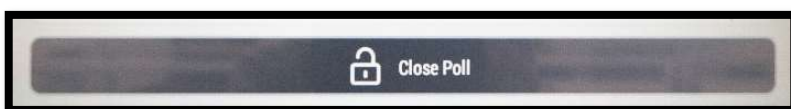
Close the Accessible Voting Device

Inspector, assign this task to a Poll Worker. Two numbers will be needed for the **Precinct Ballot Report: Lifetime Counter and Total ballots printed.**

Remove the **blue privacy screen** and place it with the Supplies.

Insert the Inspector's **Poll Worker Card** into the base of the **Accessible Voting Device Screen**.

Enter the **Login Pin** that you received as part of your Inspector Packet and touch the **Close Poll** button, then touch **Yes** to confirm.

Verify on the screen that the Poll Status states **"Closed"** and record the **Lifetime Counter** number on the right side of the screen on the Precinct Ballot Report.

Record the number of ballots cast on the Accessible Voting Device throughout the day using the **Total Ballots Printed** counter in the bottom left corner of the screen on the Precinct Ballot Report.
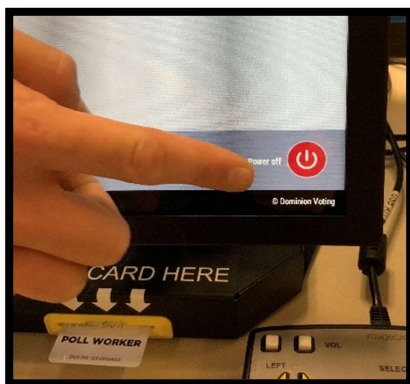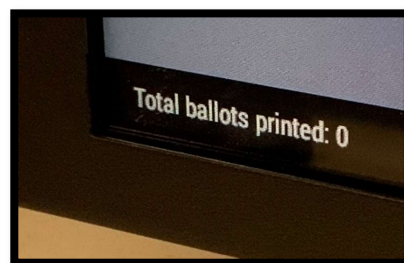
On the bottom right of the screen, touch the red **power** button. Turn off the Accessible Voting Device.

Remove the **Poll Worker Card** and return it to the Inspector.

Unplug the Accessible Voting Device.

Pack the Accessible Voting Device

Pack the Printer

Unplug the BMD cable and power cord from the backside of the printer.

Unplug the power cord from the backside of the printer and then from the power supply.

Place the **printer bag** on the floor.

With TWO people, **lift and place the printer** in the bag and secure it using the Velcro straps.

Place the **printer power cable** in the bag with the printer and **zip closed**. This bag does not require a seal

Pack the ATI Controller and Headset

Unplug the green audio headset from the Controller, wrap the cord and place the headset in the audio bag.

Unplug the ATI cable from the Controller. To remove; press the tab on the cable before pulling. Place the Controller in the audio bag.

Zip closed the audio bag and place it inside the rolling printer bag. This bag does not require a seal.

Pack the Touchscreen

Unplug the power cord from the power supply and then from the back of the Accessible Voting Device.

On the backside of the Accessible Voting Device, neatly coil both the BMD cable and USB ATI cables together.

Open the Accessible Voting Device bag and place on floor. Replace the plastic bag cover and foam protectors on both sides of the Accessible Voting Device. Carefully place the Accessible Voting Device back in the rolling bag so that the screen is facing up and the base is towards the wheels. Use two people if needed.

Place the Accessible Voting Device power cord in the bag behind the top of the screen. Do not place the cord on the face of the screen.

Zip the rolling bag closed and place with the equipment that is to be picked up. This bag does not require a seal.

Fold the privacy screen and place with other equipment for pick up.

Break Down the Voting Booths

Remove the privacy screens from all booths and fold in a Z pattern.

Turn the booths upside down and remove the legs from all booths. The booths are packed in sets of two at a time (so two booths will become one "case.") Take two booths, their legs, and their privacy screens and pack them as one unit.

Separate the sections of the two sets of legs, fold them, and place them in one of the booth tops, securing them with the bungie cord from the booth top. (Eight legs total)

Place the two privacy screens in the other booth top and secure with the bungie cord.
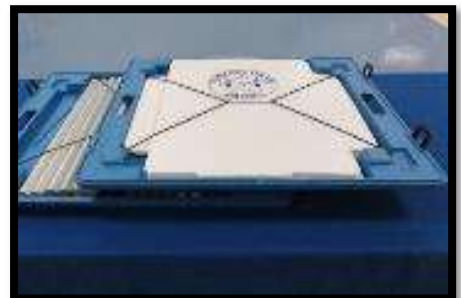
Place the booth top with the Privacy Screens on top of the booth top with legs. Secure all four attached locks.
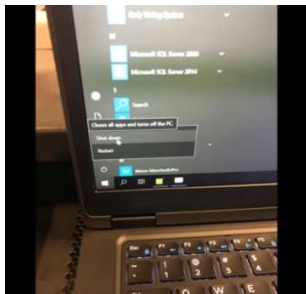

Repeat this process until all booths are packed away.

Shut Down Ballot on Demand Systems/Printers

Follow the order below to shut down the Ballot on Demand Systems.

To shut down affidavit printers: Press and hold the power button for a few seconds until the light goes off.

To shut down monitors:

1. Click on the Windows menu button in the lower left corner of the screen
2. Click on Power
3. Click on Shut Down

Remove ballot paper and envelopes from the printers and return them to their boxes.

To shut down the Oki: Flip the rocker switch below the duplexer.

To shut down the Lexmark: Press and hold the power button for a few seconds until the printer turns off.

To shut down the Mini BOD: Press and hold the power button to the right of the ballot drawer for a few seconds until the light goes off.

Unplug the printers.

Pack the Mini BOD laptop bag: The laptop bag will have a tag with a number, which must match the number on the printer. The other side of the tag and a card inside the bag will have pictures of items to be packed inside. See page 51 for information about the ballot paper drawer extender.

Clock Out/Close SiteBooks

Clock out all Poll Workers. To do this, press the **Power** button at the top right hand corner of the "Touch to Check In" screen.

Scan a Site Badge, select the **Time Clock** button.

From this screen, Poll Workers clock out. One hour will be added to all Poll Workers clock out to allow for time to complete closing procedures.
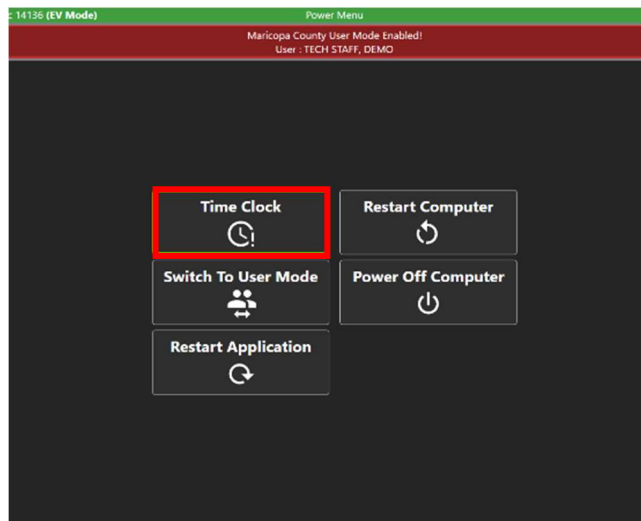
After clocking out all workers, touch **Power Off Computer** on all SiteBooks. This is located on the same screen with the Time Clock button.
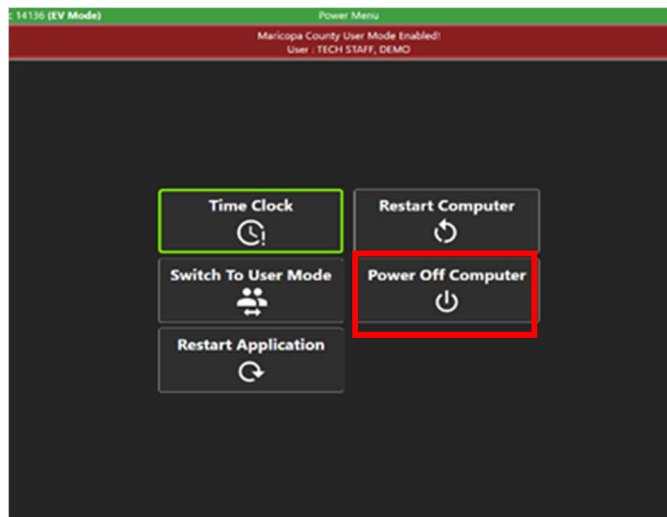
Pack SiteBooks/MoFi

On the cable lock, turn the number until the code given in the Inspector packet shows on the side with the yellow indicator.

Press the black button on the lock to unlock and remove the cable.

Remove the locking cable from the SiteBook kickstands and table leg.

Unplug all cords from the power strip.

Remove the scanners from the front of the SiteBooks. Wrap the cords on all scanners using the Velcro strap.

Place SiteBook face down on open SiteBook case. Unplug all cables from the back. Repeat this process until all SiteBooks are completely unplugged.

Pack SiteBooks, continued

Snap closed **all four locks** on the SiteBook case and pull down on all straps to tighten.

Remove the power cable and yellow network cables from the MoFi, unscrew the MoFi Paddles, and wrap up the power cord.

Place all four parts in the labeled MoFi clear bubble bag.

Pack the Yellow/Green Bags

Wrap up the network cables and SiteBook power cords.

Neatly place these items in the yellow/green bags:

- ☐ SiteBook scanners with gray scanner cords
- ☐ SiteBook Power Cords
- ☐ Clear MoFi Bag with MoFi inside
- ☐ Yellow & Blue Network Cables
- ☐ Switches with Power Cords
- ☐ Power Strips (labeled as Maricopa County property)
- ☐ Extension Cords (black/red & yellow)
- ☐ Combo cable locks
- ☐ Folded black tablecloths (if any)

APPENDICES

Supply List

Supply Box One

- ☐ Accessible Voting Booth leg extenders (2)
- ☐ 8 1/2 x11 paper
- ☐ Extension cords
- ☐ OKI B432 Envelope Printer Toner
- ☐ Power strip (6 ft. green/white)
- ☐ 75-foot limit signs (3)

Bag One

- ☐ Name tag sheets
- ☐ Scratch pad
- ☐ Ballpoint pens
- ☐ Sharpies for marking ballots
- ☐ Masking tape
- ☐ Trash bag & tie
- ☐ "I Voted Stickers"
- ☐ Stylus pens for SiteBooks
- ☐ Stylus pen for tabulator
- ☐ Tabulator tape roll

Bag Two

- ☐ Voting instructions for booths (20)
- ☐ Sheet magnifier
- ☐ Voter Registration forms
- ☐ Voter Assistance Survey cards
- ☐ Goldenrod Polling Place Event/Information Reports
- ☐ Pick Up Your Ballot Here sign
- ☐ Poll Worker Interest Forms
- ☐ Curbside Voter Affidavit forms
- ☐ Add/Remove from PEVL forms
- ☐ Red VOTE arrow signs (5)
- ☐ Legal size secrecy folders
- ☐ Flag
- ☐ Flag stand
- ☐ Accessible voter entry arrows (2)

- ☐ No Smoking/Cell Phone signs
- ☐ Instructions/Right to Vote signs
- ☐ Federal & State Prohibited Acts signs
- ☐ Bilingual Manual
- ☐ Challenge Procedures Special Instructions
- ☐ Clear Official
- ☐ Proof of Identification forms
- ☐ Conditional Provisional Sites Lists
- ☐ Identification at the Polls sign
- ☐ Identification at the Polls information cards
- ☐ State of Arizona Identification at the Polls
- ☐ Emergency Plan Packet
- ☐ Clear Bubble Pack
- ☐ Misread Ballots Envelope
- ☐ Zip Seals for closing (10)
- ☐ Official Sticker Seals for closing (3)
- ☐ Write-in Poster
- ☐ Sample ballot
- ☐ Envelope Drop Box sign
- ☐ Completed Forms Envelope
- ☐ Proof of Citizenship Instruction Sheets
- ☐ Metal clip stand (loose with signage)

Supply Box Two

- ☐ Bucket for used ballot marking Sharpies
- ☐ Envelope moistener
- ☐ Face masks
- ☐ Face shields
- ☐ Gloves
- ☐ Hand sanitizer
- ☐ Disinfecting wipes
- ☐ Paper towels
- ☐ Tissues
- ☐ Toilet paper
- ☐ Hand soap

Yellow/Green Bags Inventory

3-Scanners with gray scanner cords

3-Sitebook Power Supply Cords

1-Mofi + Power Supply Cord (bubble bag)

1-8 Port Switch

1-Oki P/S cable

3-10 ft. Network Cables

2-25ft Network Cables

2-Power Strips

2-3 to 1 ext. cord

3-Combo Locks

1-25 ft. Ext. Cord

Poll Worker Duty Cards

Inspector Job Duty Card

Set Up Day

☐ Notify your team in advance regarding Set Up Day and Time

☐ Follow Set Up Procedures/Checklist (Section 4, pages 38-41)

Opening Day / Daily Operation

☐ Account for all Poll Workers.

☐ Follow Opening Checklist (Section 5, page 65)

☐ Check identification of every voter when prompted on the SiteBook Screen

☐ Assist voters to use the Accessible Voting Device

☐ Assign the Marshal and a Poll Worker of a different political affiliation to assist curbside voters

☐ Provide support for all team members with their assigned duties

☐ Manage all Poll Worker breaks and lunches. A minimum of 2 poll workers must be present at all times. One of these workers must be the Inspector or Judge.

☐ Make sure that the voting location is running smoothly. If there are any issues call your Troubleshooter immediately.

Nightly Closing

☐ Follow Nightly Closing Procedures/Checklist (Section 9, pages 111-112)

Night Before Election Day

☐ Ensure the Precinct-Based Tabulator is set up (page 63)

Election Day (Tuesday, August 4)

☐ Follow Election Day Checklist/Procedures (Section 10, page 113-119)

Election Night Only (Tuesday, August 4)

☐ Follow Election Night Only Procedures (Section 11, pages 120-137)

Judge Job Duty Card

Set Up Day

☐ Follow Set Up Procedures/Checklist (Section 4, pages 38-41)

Opening Day / Daily Operation

☐ Follow Opening Checklist (Section 5, page 65)

☐ Check identification of every voter when prompted on the SiteBook Screen

☐ Assist voters in using the Accessible Voting Device if designated by the Inspector

☐ Provide support for all team members with their assigned duties

☐ Assist in the management of all Poll Worker breaks and lunch. A minimum of 2 Poll Workers must be present at all times. One of these workers must be the Inspector or Judge.

Nightly Closing

☐ Follow Nightly Closing Procedures/Checklist (Section 9, pages 111-112)

Night Before Election Day

☐ Ensure the Precinct-Based Tabulator is set up (page 63)

Election Day (Tuesday, August 4)

☐ Follow Election Day Checklist/Procedures (Section 10, page 113-119)

☐ Monitor the Envelope Drop Box

Election Night Only (Tuesday, August 4)

☐ Follow Election Night Only Procedures (Section 11, pages 120-137)

Voter Registration Clerk Job Duty Card

Set Up Day

☐ Follow Set Up Procedures/Checklist (Section 4, pages 38-41)

Opening Day / Daily Operation

☐ Follow Opening Checklist (Section 5, page 65)

☐ Update Voter Registration in the SiteBook (pages 90-98)

☐ Assist Judge and Inspector with voter ID verification if needed

☐ Provide Voter Registration information to voters

☐ Assist with other tasks as directed

Nightly Closing

☐ Follow Nightly Closing Checklist (Section 9, page 112)

Election Day (Tuesday, August 4)

☐ Follow Election Day Procedures (Section 10, page 113-119)

Election Night Only (Tuesday, August 4)

☐ Ensure all completed Voter Registration forms are placed in the Completed Forms Envelope

☐ Follow the Voter Registration Clerk Closing Checklist (page 124)

☐ Assist with other tasks as directed (Section 11, pages 120-137)

Marshal Job Duty Card

Set Up Day

☐ Follow Set Up Procedures/Checklist (Section 4, pages 38-41)

Opening Day / Daily Operation

☐ Follow Opening Checklist (Section 5, page 65)

☐ Post all signage

☐ Announce "The Polls Are Now Open" at opening time

☐ Assist Curbside voters (page 108)

Nightly Closing

☐ Follow Nightly Closing Checklist (Section 9, page 112)

☐ Announce at 1 hour before closing, "the polls will close in 1 hour", again at 30 min before closing, again at 15 min before closing, again at 5 min before closing, and again at 1 minute before closing.

☐ At exactly 7:00 pm, announce that the polls are now closed

Election Day (Tuesday, August 4)

☐ Follow Election Day Procedures (Section 10, pages 113-119)

☐ Announce "The Polls Are Now Open" at opening time

☐ Monitor the Precinct-Based Tabulator (pages 118-119)

Election Night Only (Tuesday, August 4)

☐ Follow Marshal Closing Checklist (page 123)

☐ Announce at 1 hour before closing, "the polls will close in 1 hour", again at 30 min before closing, again at 15 min before closing, again at 5 min before closing, and again at 1 minute before closing.

☐ At exactly 7:00 pm, announce that the polls are now closed

☐ Assist with other tasks as directed (Section 11, pages 120-137)

Clerk Job Duty Card

Set Up Day

☐ Follow Set Up Procedures/Checklist (Section 4, pages 38-41)

Opening Day / Daily Operation

☐ Follow Opening Checklist (Section 5, page 65)

☐ Retrieve documents that print after a voter checks in

☐ Verify that the ballot codes on the ballot, the affidavit envelope or control slip, and the provisional receipt (if necessary) match (page 100)

☐ Fold any ballots that will go into envelopes (pages 101-102)

☐ Pass the ballot and documents to the correct voter

☐ Ask the voter to sign and date the envelope before leaving the Ballot Pick Up Area

☐ Maintain paper and envelope supply in the printers (pages 49-54)

☐ Disinfect equipment and frequently touched surfaces (pages 25-26)

☐ Monitor and report voter wait time (page 72)

Nightly Closing

☐ Follow Nightly Closing Checklist (Section 9, page 112)

Election Day (Tuesday, August 4)

☐ Follow Election Day Procedures (Section 10, pages 113-119)

☐ Walk the line throughout the day to direct voters with early ballots out of line to the Envelope Drop Box and direct voters who have difficulty standing to the front of the line

Election Night Only (Tuesday, August 4)

☐ Follow the Clerk Closing Checklist (page 124)

☐ Assist with other tasks as directed (Section 11, pages 120-137)

Precinct Ballot Report Sample

«ELECTION_DATE»
«ELECTION_NAME»

Precinct Ballot Report   **TS**

POLL/CPC INFO: «PRECINCT_NAME» / «PRECINCTCPC»

Upon completion, place this report in the "RED Transport Box"

OPENING POLLS

Place a Check Mark in the boxes to indicate that you have verified the Seal Numbers.

TABULATOR

- ☐ Poll worker DOOR Seal #
- ☐ Administrator DOOR Seal #
- ☐ Thermal Paper DOOR Seal #

- ☐ USB Port DOOR Seal#
- ☐ Adapter LATCH Seal#

- ☐ Number of Ballots Received _____ (DO NOT OPEN PACKAGES UNTIL NEEDED)

ACCESSIBLE DEVICE

- ☐ Beginning Lifetime Counter# _____
- ☐ Upper DOOR Seal#
- ☐ Screen Transport Bag Seal#

- ☐ Beginning Total Ballots Printed# _____
- ☐ Lower DOOR Seal#
- ☐ Printer Transport Bag Seal#

CLOSING POLLS

Enter the information below at the CLOSING of the polls.

ACCESSIBLE DEVICE

- ☐ Ending Lifetime Counter# _____
- ☐ Ending Total Ballots Printed# _____

BALLOT COUNTS

- ☐ Number on the Tabulator SCREEN: _____
- ☐ Number of Misread Ballots: (from Door#3 of Blue Tub) _____
- ☐ Number of Spoiled Ballots: (in the Clear Official) _____
- ☐ Number of UNUSED Ballots: _____

SECURITY SEALS

Black Bag Seal # (seal placed on bag at closing) _____

Red Box Seal #'s   1)_____   2)_____

Blue Box Seal #'s   1)_____   2)_____   3)_____   4)_____

We, the members of the election board, certify the truth and correctness of this Precinct Ballot Report as shown above. Each voter whose signature appears on the Check-In Terminal was provided a ballot to vote in this election.

Inspector_____

Judge_____

Judge_____

Precinct Ballot Report Sample, continued

SEALS
CLOSING THE POLLS

TABULATOR MEMORY CARD DOOR SEAL

Place the Polls Open/Close sticker seal that was removed **AFTER** the polls have closed here.

TABULATOR PAPER ROLL DOOR SEAL

Place the paper roll sticker seal here, if replaced for any reason.

REPLACED EQUIPMENT SEAL (only when needed)

If you have to replace equipment and seal removal is necessary, please place the removed seal here.

The troubleshooter replaced this seal with a red seal.

If you have to replace equipment and seal removal is necessary, please place the removed seal here.

The troubleshooter replaced this seal with a red seal.

FAQs

When do I get paid?

- Paychecks will be distributed by mail approximately 3 weeks after Election Day.
- For other questions about your pay, contact your recruiter.

Do I get paid for Training?

- Yes, you will be paid for 4 hours for attending training.

Do I have to attend set up for my voting location?

- Plan on attending set up. If something changes, your Inspector will let you know.

Do I have to be at my voting location all day?

- If you are scheduled to work, you should plan to be there all day.
- Bring everything you need for the day.

How do I find out about the location where I will be working?

- Ask your Inspector as they may be familiar with the location.
- Otherwise, when you are there for set up or on your first day, you can find out more about the location where you will be working.

Do I have to wear the face mask, face shield and gloves all day?

- When voters are present, Poll Workers are expected to wear protective equipment to keep themselves and voters safe at the voting location.
- Please let your Inspector know when you need to take a break.

What do I do if I'm missing a Poll Worker?

- If a Poll Worker has not arrived within 15 minutes of their scheduled time, the Inspector must call the Hotline at (602) 506-2010.

What is the combination for cable locks on the SiteBooks?

- The Troubleshooter and Inspector will receive a codes sheet containing all the codes needed for your voting location. If something is missing, they can contact the Hotline.

Who is my contact?

- Refer to Poll Worker Contacts on page 3. Otherwise, ask your Troubleshooter.

How do I perform test prints?

- See test prints in the Index for page numbers covering this topic.

How do I obtain more supplies?

- Let the Inspector know if any supplies are getting low.
- The Inspector will have Physical Inventory sheets to complete and submit daily. If supplies are needed they should be delivered the following day.
- If there is an urgent need for supplies, contact your Troubleshooter.

Will there be preprinted ballots on Election Day?

- Locations with BODs will print ballots through the end of Election Day.
- Locations without BODs will have preprinted ballots on Election Day.

When do I open and close the polls on the Accessible Voting Device?

- Polls should be opened immediately prior to opening on the first day.
- Close polls after all voters have left the voting location after 7pm on Election Day.

Who transports items to the Receiving Site at the end of Election Day?

- A Deputy Registrar or two Poll Workers with different party affiliations (Democrat, Libertarian, No Party/Independent, Republican) may transport the items.

Do we need to break down the site at the end of the night?

- All Poll Workers will be expected to stay after 7pm on Election Night to assist in disassembling and packing the equipment (see previous section).

What options are there for sealing envelopes?

- Envelope moistener will be provided (see Supply List).

What if a voter comes in with their early ballot and no envelope?

- Spoil the ballot, have the voter check-in at the SiteBook, and reissue voter materials.

Wait Time Reduction Plan

Wait-Time Reduction Plan

Due to challenges presented by COVID-19, the department is changing from a precinct model to a "vote anywhere" Vote Center model. One of the primary drivers for this decision is that many of the voting locations that Maricopa County has used in prior elections will not be viable voting options when considering safety protocols (e.g., large enough for physical distancing) needed to keep locations as safe as possible during the COVID-19 pandemic. Additionally, many of the our traditional locations have declined to serve as a voting location, not responded to our requests, serve high-risk populations, or are not large enough to implement physical distancing safety protocols. Despite these challenges and the changes we're making to the model, the Department remains committed to limiting wait-time to be under 30 minutes on average for our voters.

Our first step in planning to reduce wait-times was to use historical information to forecast turnout. However, voter turnout is only one factor that can cause long lines on Election Day. Other contributing factors include training, contingency plans, time of day voting patterns, check-in speeds, length of the ballot, and access to early voting options. The Election Day, Emergency Voting, and Early Voting plans outline our considerations for forecasting turnout and managing these factors to reduce wait-times and lines at voting locations. Using both the turnout forecast and lessons learned, we are developing plans to reduce wait-times. Below are some factors and potential bottlenecks that may cause wait-times during the August 2020 Primary Election and activities Maricopa County is implementing to mitigate them.

Check-in Process

The Department will deploy the use of SiteBooks to check-in voters at all voting locations. The SiteBook is a voter check-in system, with similar functionality to an electronic poll book referenced in state statute. They were first introduced in the November 2017 jurisdictional elections. Prior to 2016, Poll Workers used manual check-in rosters, which slowed down check-in times. The SiteBook provides faster check-in speeds because it allows for more than two voters to check-in simultaneously at a polling location and connects directly with the Recorder's voter registration system, providing an enhanced and streamlined voter experience. Check-in speeds from recent elections (e.g., 2018 General Election and March

2020 Presidential Preference Election) average between 90 - 120 seconds per voter. The SiteBook check-in terminals guide voters through a series of screens. Voters answer questions, in their choice of English or Spanish, to establish identity, eligibility, and the correct ballot. With a barcode scan of an ID or by entering the voter's name, voters check-in and prove their identity with a Poll Worker. For the ID requirement, a voter can provide one of the acceptable forms of photo identification, two forms on non-photo identification, or a permissible combination of one photo and one non-photo identifications.

Vote Centers and Check-in Stations

The County will open between 75 and 100 vote anywhere Vote Center locations on Election Day. The Vote Centers are regionally dispersed and many will also be open during the 27 day early voting period. We plan to open them in the following phases:

- July 8, 2020 – 5 Vote Centers (27-day Vote Centers)
- July 22, 2020 – 55 Vote Centers (14 – day Vote Centers)
- July 29, 2020 – 15 to 20 Vote Centers (7 – Day Vote Centers)
- August 4, 2020 – Between 5 to 20 Election Day Vote Centers

For the 2020 August Primary Election, we plan to increase the number of check-in stations per location by 3-times (on average) the amount used during the 2018 Primary Election. In 2018, we provided each voting location with three SiteBook check-in stations. We will equip each voting locations with 9 -15 SiteBooks totaling more than 900 check-in stations across the county.

Time Needed to Vote a Ballot

The length of the ballot or a limited number of voting booths can create wait-times at a voting location. We have evaluated the time it takes to vote a ballot and established sufficient capacity in our voting locations to reduce bottlenecks. For the August Primary Election, we have over 5,000 different ballot styles to accommodate different voting precincts, splits, and jurisdictions. The majority of ballots will have between 12 – 18 contests.

On average, we estimate that it will take voters between 3 – 6 minutes to vote the August Primary ballot. Based on this time estimate and the amount of time we have calculated it takes to check-in, we can determine how many voting booths we need to eliminate bottle necks in our polling locations. We've established the following guidelines for implementing physical distancing while also providing sufficient check-in stations and voting booths to accommodate voters and minimize wait-times.

- *1,800 square footage – 2,499 square footage: 9 SiteBooks / 20 Voting Booths*
- *2,500 – 3,500 square feet: 12 SiteBooks / 30 Voting Booths*
- *Over 3,500 square feet: 15 SiteBooks / 40 Voting Booths*

Provisional Ballots

The Department will work to reduce the number of voters required to vote a provisional ballot in two ways:

1. We will hire a voter registration clerk for each polling location to assist voters with address and name changes on the SiteBooks. These are common situations that cause provisional ballots.

2. We will provide 75 - 100 Vote Centers equipped with ballot-on-demand technology and SiteBook check-in stations to serve as a vote anywhere locations. Vote Centers will be geographically dispersed throughout the county and will provide voters the option to vote at a location that is most convenient for them, which may be near their work, gym, favorite restaurant or while running errands.

Poll Worker Training

As described in the *Training Plan*, the Department will require all poll workers to attend training. We understand temporary Poll Workers live throughout the county and have other responsibilities, so we plan to offer online training and several locations in-person training options where inspectors, judges, and voter registration clerks (those responsible for check-in voters) can practice using our SiteBook check-in equipment. The in-person training sessions, some of them across the county, will ensure our poll workers are prepared. In addition, we will customize our training for the distinct duties of each poll worker and create training manuals that cover the nuances and equipment procedures of every election. We will post the manual on the Department's website by July 2020.

Poll Worker Staffing Contingencies

We are hiring 30 additional poll workers that will undergo Inspector level training and work for 27 days at the Elections Department assisting with setup, training, and other critical roles to gain sufficient level experience that if needed we can redeploy these inspectors if a poll worker at a voting location is absent. If needed and after obtaining approval from the Hotline supervisor, an Inspector may also hire Poll Workers from the line of voters. We are also hiring an additional four poll workers per site for a total of ten poll workers. These additional four poll workers will allow for coverage during the two week early voting period and if we encounter absenteeism due to COIVD-19. The election department could

experience 30% - 40% absenteeism from poll workers and still be able to provide in-person voting options.

Equipment Support

Poll Workers, Trouble Shooters and Technical Trouble Shooters are trained on solutions to correct problems in the voting location. We have developed specific SiteBook procedures for checking in voters through an off-line mode if the virtual private network connection is lost. If a SiteBook terminal becomes inoperable, Technical Trouble Shooters will be quickly dispatched with a replacement.

Additionally, technical Trouble Shooters carry in their vehicles a back-up precinct tabulation machine, replacement printer cartridges, and other commonly used supplies in the event a location's equipment needs repair.

Vote centers are equipped with two high-speed ballot-on-demand printers, creating a much-needed redundancy to prevent lines in the event one printer needs service or repair.

Wait-Time Remediation

For the August Primary Election, we are implementing a systematic process to monitor wait-time and respond accordingly. We have programmed our Site Books to calculate wait-times based on the amount of voters in line. The application is designed to calculate wait-time using a formula based on check-in speeds and inputs of how many people are in line. We are training our poll workers to count voters in line and report this information on the SiteBook every 15 minutes. The information flows to a workflow logging and dispatch system monitored by the Department's Trouble Shooter hotline. This information is immediately updated on the Departments information command center. Through this new system, the Department will have access to real time information about voter wait-times.

If wait-times exceed 30 minutes, Inspectors or Trouble Shooters will work with Department staff to assess the cause of the issue or bottle neck. Depending on that assessment, additional resources can be deployed to add capacity to the location or provide technical assistance. Additionally, poll workers can advise voters of the closest vote center. In addition to this new technology, we are also hiring an extra poll worker for all voting locations on Election Day to assist with monitoring lines and reporting wait times.

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